

State Performance Outcomes and County Performance Outcomes Report

April 2014



**County of Los Angeles
Department of Mental Health
Program Support Bureau
Quality Improvement Division**

**Marvin J. Southard, D.S.W.
Director**

March 2015

COUNTY OF LOS ANGELES—DEPARTMENT OF MENTAL HEALTH

PROGRAM SUPPORT BUREAU

QUALITY IMPROVEMENT DIVISION

STATE PERFORMANCE OUTCOMES AND COUNTY PERFORMANCE OUTCOMES REPORT APRIL 2014



EXECUTIVE

SUMMARY

MARCH 2015

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Director

The Mental Health Statistical Improvement Program (MHSIP) Surveys were completed by consumers seen in randomly selected Outpatient Short Doyle/Medi-Cal Clinics from April 28 to May 2, 2014 in the County of Los Angeles. Surveys were collected from youth (ages 13-17) using the Youth Services Survey (YSS), from adults (ages 18–59) using the Adult Survey, and from older adults (ages 60 and older) using the Older Adult Survey. In addition, families of youth (ages 0-17) completed a survey for services received by their children using the Youth Services Survey for Families (YSS-F).

The Outpatient clinics completed 8,483 surveys with 42.5% (N = 3,602) of surveys from Adults, 3.7% (N = 314) of surveys from Older Adults, 36.9% (N = 3,131) of surveys from YSS-F, and 16.9% (N = 1,436) of surveys from YSS.

Over 78% of the surveys were completed in English followed by 20.3% in Spanish, and 1.5% (N = 110) of the surveys were completed in Chinese and Vietnamese. The majority of survey respondents (94.4%) reported that written information was available to them in the language they prefer.

Among YSS-F and YSS, the highest mean score was for Perception of Quality and Appropriateness at 4.5 and 4.3, respectively. Among Adult and Older Adult surveys the highest mean score was for General Satisfaction.

Among the YSS-F, none of the seven satisfaction subscales were significantly different across SAs. Among the YSS only four satisfaction subscales were significantly different across SAs, namely General Satisfaction, Perception of Access, Perception of Quality and Appropriateness and Perception of Participation in Treatment Planning.

Among Adult surveys, two subscales were significantly different across SAs, namely Perception of Outcomes and Perception of Functioning. Among Older Adult surveys, no statistical tests for subscale differences by SAs were conducted due to small sample size.

The highest rated subscale among YSS-F and YSS across three (3) survey periods from August 2012 to April 2014 was Perception of Quality and Appropriateness. The highest rated subscale among Adult and Older Adult surveys across the three survey periods was Perception of General Satisfaction.

The lowest rated subscales among all age groups and YSS-F across the three survey periods was for Perception of Functioning.

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**ANNUAL STATE PERFORMANCE OUTCOMES
SUMMARY REPORT
FOR THE SURVEY PERIOD OF
April 28, 2014 – May 2, 2014**

PART 1 – STATE PERFORMANCE OUTCOMES

BACKGROUND

In compliance with the mandated State Performance Outcomes System, four consumer/family satisfaction surveys were administered in Outpatient Clinic and Day Treatment Programs in the eight Service Areas (SA) of the Los Angeles County Department of Mental Health (LAC-DMH) from April 28, 2014 to May 2, 2014. Part 1 summarizes the results of the surveys that were administered to consumers/families who received face-to-face mental health care services in Outpatient Clinic and Day Treatment Programs during the survey period. The four surveys are:

1. Mental Health Statistics Improvement Program (MHSIP) Adult Survey (Ages 18 – 59 Years)
2. MHSIP Older Adult Survey (Ages 60 Years +)
3. Youth Services Survey (YSS; Ages 13 – 17 years)
4. Youth Services Survey – Family (YSS-F; Family Members of Consumers Ages 0 – 17 Years)

Part I summarizes the results for each of the four surveys by Overall Satisfaction mean and subscale mean for each Service Area (SA). A higher mean score indicates a better consumer perception of care for that subscale domain. Significance testing for Service Area and demographic differences was conducted and is reported below.

DESCRIPTION OF THE STATE PERFORMANCE OUTCOME INSTRUMENTS

The MHSIP Surveys used in the State of California are public domain instruments developed by a Task Force of the MHSIP Advisory Committee of the Federal Substance Abuse & Mental Health Services Administration (SAMHSA) and the Center for Mental Health Services (CMHS). The Task Force included mental health consumers, family members, researchers, providers, and representatives of Federal, State, and local mental health agencies. The MHSIP survey is designed to measure Overall Satisfaction and has seven (7) Subscales: Perception of General Satisfaction, Perception of Access, Perception of Quality and Appropriateness, Perception of Participation in Treatment Planning, Perception of Outcomes, Perception of Functioning and Perception of Social Connectedness.

1. The MHSIP Adult survey is administered to adults age 18 to 59 years;
2. The MHSIP Older Adult survey is administered to adults age 60 years and above;
3. The Child/Youth version (YSS) is administered to children ages 13 to 17 years;
4. The Child/Family (YSS-F) is administered to families of children who are 0-17 years.

METHODOLOGY

For the April 2014 survey period, a stratified cluster random sample of Short Doyle/Medi-Cal Outpatient Clinics and Day Treatment Programs was selected. Outpatient clinics were randomly selected within each Service Area (See Service Area Map on page 3) and organization type (directly operated clinics versus contracted clinics) by age group (Youth versus Adults) to ensure adequate representation from each provider type and age group. Nearly one third of outpatient clinics were selected in the random sample to yield a statistically reliable sample size.

Surveys were printed and distributed to providers for data collection before the survey period. The surveys were also made available online on the Program Support Bureau – Quality Improvement Division (PSB-QID) website for providers to download and distribute to consumers during the survey period. Approximately two weeks before the survey period, survey training was conducted in each Service Area (SA) by the QID SA Liaisons to provide instructions for survey administration. These instructions were also made available on the PSB-QID website for providers who could not attend the training. The survey trainings were well attended by the providers.

Although no provider was excluded from collecting survey data, only the randomly selected providers were required to collect survey data. Nearly all the randomly selected providers participated in data collection and approximately 15% of consumers in these clinics during the survey period completed a survey.

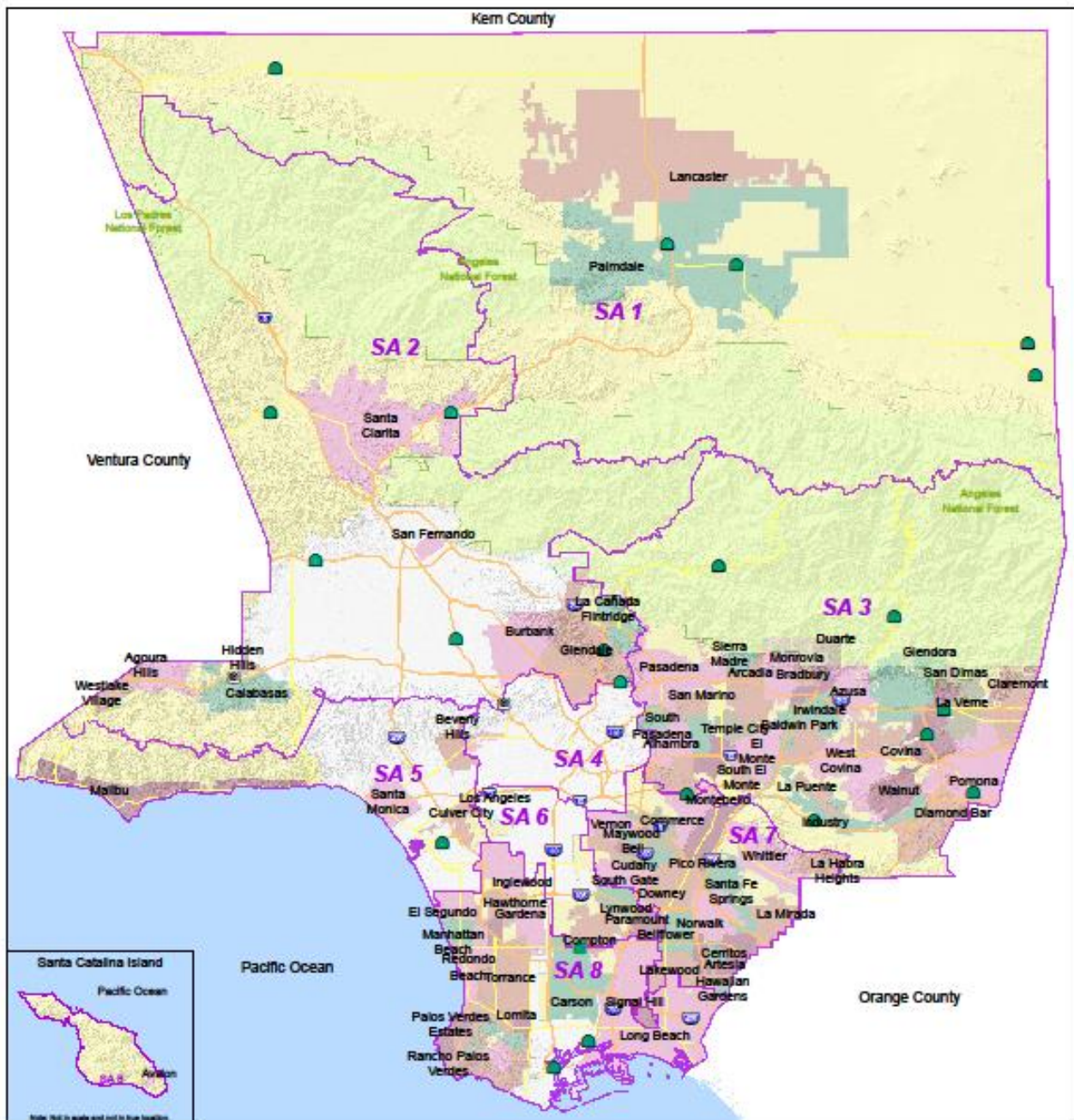
Tests were conducted to evaluate any statistically significant difference in demographic characteristics of consumers from randomly selected providers who participated in the survey data collection and consumers from providers who were not selected. There were no such significant differences between the two groups. As a result the survey data analyzed in the current report can be interpreted as representative of consumers served in Short Doyle/Medi-Cal clinics during the survey period.

ELECTRONIC AVAILABILITY OF DATA

Survey data by Legal Entity and Provider Numbers was distributed to SA-QI Liaisons for dissemination to the provider agencies. Prior to distribution, all identifying information of survey participants was removed to keep the information confidential. This report is also available online at <http://psbqi.dmh.lacounty.gov/qi.htm>



Service Areas with City Names
County of Los Angeles
Department of Mental Health



Map Created by ISD, Urban Research - GIS (DN)
Map created on: Wednesday, March 21, 2012
Data Source:
DMH Quality Improvement Division Data-GIS Unit
Geographic data from eGIS Repository
All rights reserved.

Freeways
Highways
National Forest
City of Los Angeles
Unincorporated Areas

0 3 6 12 Miles

Service Areas

SA 1: Antelope Valley
SA 2: San Fernando
SA 3: San Gabriel
SA 4: Metro
SA 5: West
SA 6: South
SA 7: East
SA 8: South Bay

SURVEYS COMPLETED

TABLE 1.01: SURVEYS COMPLETED BY AGE GROUP

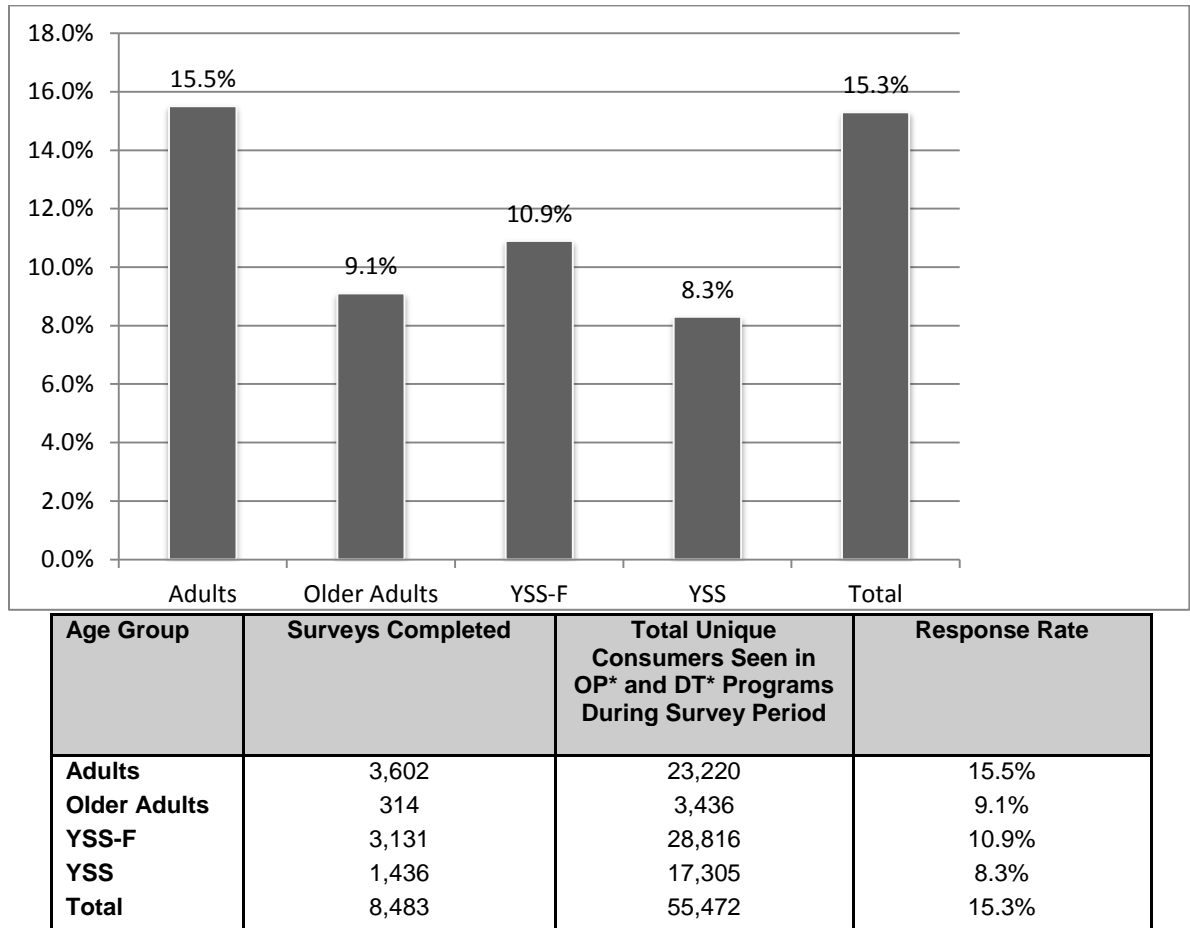
Age Group	Total Percentage of Surveys Completed	
	Count	Percent
Adults	3,602	42.5
Older Adults	314	03.7
YSS-F	3,131	36.9
YSS	1,436	16.9
Total	8,483	100.0

Table 1.01 shows that a total of 8,483 surveys were completed and completed for all age groups that received face-to-face mental health services in LAC-DMH funded Outpatient Clinic and Day Treatment Programs during the survey period of April 28, 2014 to May 2, 2014.

Survey respondents who declined to complete a survey and provided a reason code for not completing the survey are not included in the Completed Survey count. The completed surveys count only includes data for survey instruments with valid data on subscale domains.

The highest percent of surveys completed was 42.5% from Adults (3,602 surveys), followed by 36.9% from YSS-F, or family members of children between 0 to 17 years (3,131 surveys). Youth (YSS) between the ages of 13 to 17 years completed 16.9% (1,436 surveys). The lowest percent of surveys completed was from Older Adult surveys at 3.7% (314 surveys).

**FIGURE 1.01: RESPONSE RATE FOR SURVEYS COMPLETED
BY AGE GROUP**



Note: * OP = Outpatient, DT = Day Treatment

Figure 1.01 shows the April 2014 MHSIP Response Rate for Surveys Completed from randomly selected LAC-DMH funded Outpatient Clinic and Day Treatment Programs. The Response Rate for Surveys Completed was calculated by dividing the number of surveys completed by the number of consumers that received face-to-face services within randomly selected LAC-DMH funded Outpatient Clinic and Day Treatment Programs during the April survey period. The Total Response Rate for April 2014 MHSIP Survey was 15.5% (i.e., 8,483 / 55,472). Adults had the highest Response Rate at 15.5%, followed by YSS-F surveys at 10.9%. The Response Rate among Older Adults was 9.1%, and 8.3% among the YSS.

FIGURE 1.02: SURVEYS COMPLETED BY AGE GROUP AND SERVICE AREA

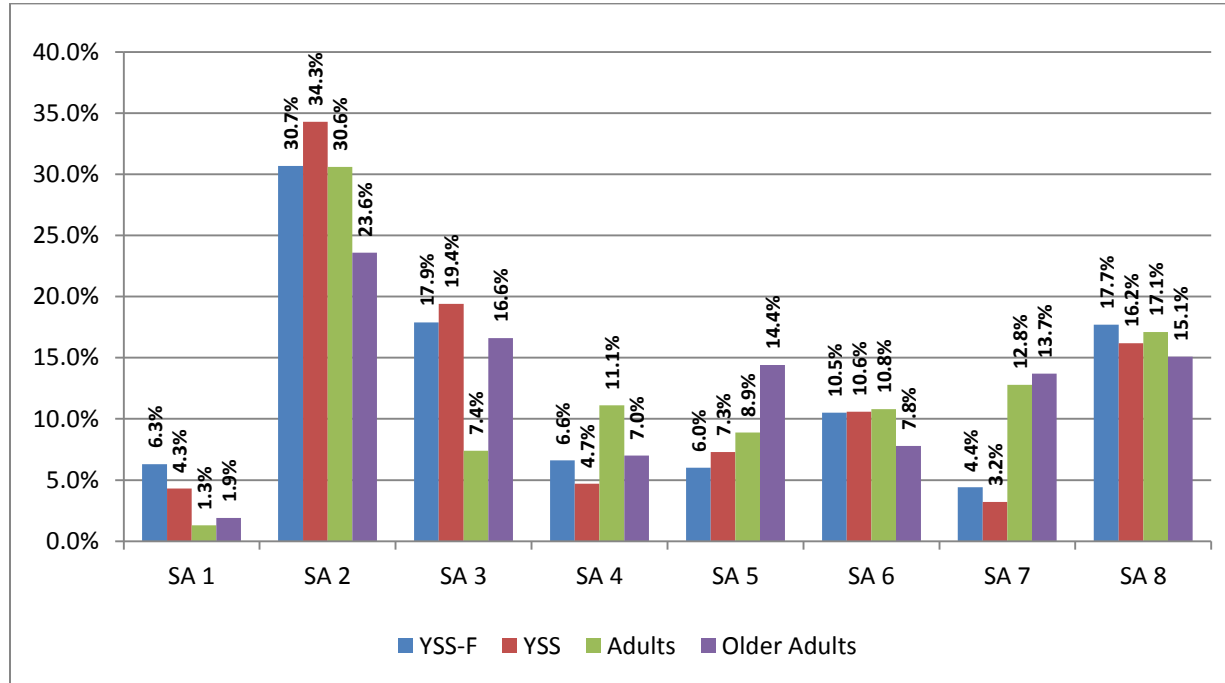


Figure 1.02 shows that SA 2 had the highest number of Surveys Completed for all age groups. SA 2 completed 34.3% of YSS surveys followed by 34.3% of Adult surveys, 30.7% of YSS-F surveys, and 23.6% of Older Adult surveys.

SURVEYS COMPLETED BY LANGUAGE AND ETHNICITY

FIGURE 1.03: SURVEYS COMPLETED BY LANGUAGE AND AGE GROUP

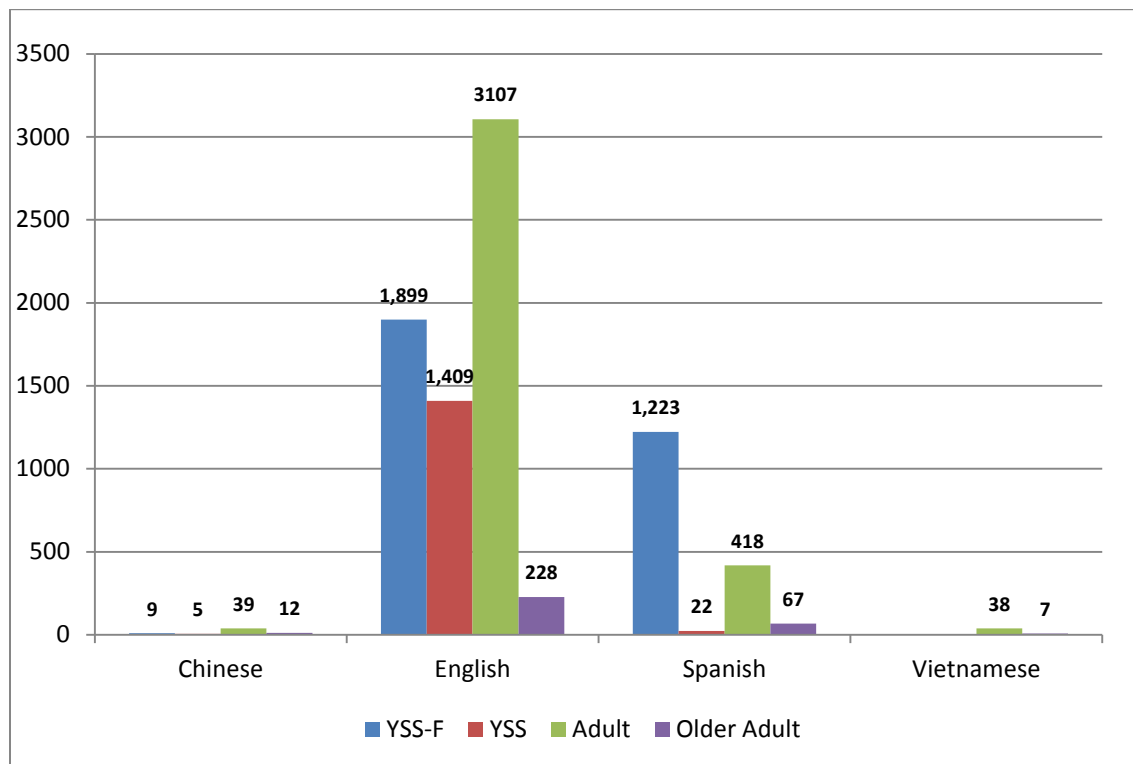


Figure 1.03 shows that the majority of consumers, 6,643 or 78.3%, completed surveys in English. A total of 1,730 or 20.3% consumers completed surveys in Spanish: 1,223 for YSS-F, 22 for YSS, 418 for Adult surveys, and 67 or Older Adult surveys. A combined total of 110 or 1.2% of the surveys were completed in Chinese and Vietnamese. Surveys were administered in six additional languages besides English and completed in 3 threshold languages (i.e., Chinese, Spanish, and Vietnamese).

**TABLE 1.02: YSS - “WAS WRITTEN INFORMATION (e.g., BROCHURES DESCRIBING AVAILABLE SERVICES, YOUR RIGHTS AS A CONSUMER, AND MENTAL HEALTH EDUCATION MATERIALS) AVAILABLE TO YOU IN THE LANGUAGE YOU PREFER?”
BY SERVICE AREA**

	Yes	No	Total
SA 1	39	2	41
Percent	95.12%	4.88%	100%
SA 2	312	19	331
Percent	94.26%	5.74%	100%
SA 3	191	6	197
Percent	96.95%	3.05%	100%
SA 4	42	2	44
Percent	95.45%	4.55%	100%
SA 5	78	4	82
Percent	95.12%	4.88%	100%
SA 6	80	5	85
Percent	94.12%	5.88%	100%
SA 7	29	6	35
Percent	82.86%	17.14%	100%
SA 8	156	11	167
Percent	93.41%	6.59%	100%
Total	927	55	982
Percent	94.40%	5.60%	100%

Note: Highest and lowest percent are in bold.

Table 1.02 shows that across all Service Areas, a total of 94.40% of the YSS respondents reported that they had written information available to them in the language they prefer and 5.60% did not.

SA 3 at 96.95% had the highest percent reporting that they had written information available to them in the language they prefer as compared with the lowest percent in SA 7 at 82.86%.

Data for this outcome measure among the YSS-F, Adult and Older Adult surveys was not available for this survey period due to technical issues with scanning the survey forms.

TABLE 1.03: YSS - “WERE THE SERVICES YOU RECEIVED PROVIDED IN THE LANGUAGE YOU PREFER? ”

	Yes	No	Total
SA 1	41	2	43
Percent	95.35%	4.65%	100.00%
SA 2	342	11	353
Percent	96.88%	3.12%	100.00%
SA 3	203	5	208
Percent	97.60%	2.40%	100.00%
SA 4	50	1	51
Percent	98.04%	1.96%	100.00%
SA 5	83	1	84
Percent	98.81%	1.19%	100.00%
SA 6	87	2	89
Percent	97.75%	2.25%	100.00%
SA 7	33	2	35
Percent	94.29%	5.71%	100.00%
SA 8	172	3	175
Percent	98.29%	1.71%	100.00%
Total	1011	27	1038
Percent	97.40%	2.60%	100.00%

Note: Highest and lowest percent are in bold.

Table 1.03 shows that across all Service Areas, a total of 97.4 % of the YSS respondents reported that they received services in their preferred language and 2.60% did not.

SA 5 at 98.8% for the YSS had the highest percent reporting that written information was available to them in the language they prefer as compared with the lowest percent in SA 7 at 94.3%.

Data for this outcome measure among the YSS-F, Adult and Older Adult surveys was not available for this survey period due to technical issues with scanning the survey forms.

TABLE 1.04: YSS - SURVEYS COMPLETED BY SERVICE AREA AND RACE/ETHNICITY

	African American	Asian/ Pacific Islander	Latino	Native American	Other	White	Total
SA 1	9	2	29	7	14	13	74
<i>Percent</i>	12.16%	2.70%	39.19%	9.46%	18.92%	17.57%	100.00%
SA2	21	8	283	18	144	90	564
<i>Percent</i>	3.72%	1.42%	50.18%	3.19%	25.53%	15.96%	100.00%
SA 3	17	21	158	8	71	50	325
<i>Percent</i>	5.23%	6.46%	48.62%	2.46%	21.85%	15.38%	100.00%
SA 4	1	3	35	3	23	6	71
<i>Percent</i>	1.41%	4.23%	49.30%	4.23%	32.39%	8.45%	100.00%
SA 5	9	4	47	2	33	27	122
<i>Percent</i>	7.38%	3.28%	38.52%	1.64%	27.05%	22.13%	100.00%
SA 6	37	0	78	4	30	11	160
<i>Percent</i>	23.13%	0.00%	48.75%	2.50%	18.75%	6.88%	100.00%
SA 7	1	1	34	0	16	4	56
<i>Percent</i>	1.79%	1.79%	60.71%	0.00%	28.57%	7.14%	100.00%
SA 8	43	11	122	11	67	39	293
<i>Percent</i>	14.68%	3.75%	41.64%	3.75%	22.87%	13.31%	100.00%
Total	138	50	786	53	398	240	1,665
<i>Percent</i>	8.29%	3.00%	47.21%	3.18%	23.90%	14.41%	100.00%

Note: Highest percent within Race/Ethnicity across Service Areas is in bold.

Table 1.04 shows that for the YSS, African Americans completed the highest percentage of surveys in SA 6 at 23.1%, Asian/Pacific Islanders in SA 3 at 6.5%, Latinos in SA 7 at 60.7%, Native Americans in SA 1 at 9.5%, Other ethnic group in SA 4 at 32.4%, and Whites in SA 5 at 22.1%.

Race/ethnicity data for the YSS-F, Adult and Older Adult surveys was not available for this survey period due to technical issues with scanning the survey forms.

SUMMARY

During the April 2014 survey period nearly 8,483 surveys were completed from Outpatient Clinics and Day Treatment Programs in the eight (8) Service Areas. The overall response rate for all 4 survey types was 15.3%. Among age groups, Adults had the highest Response Rate at 15.5% and the lowest was among the YSS at 8.1%.

Nearly 78% of the surveys were completed in English and 20.3% were completed in Spanish. A few surveys were also completed in Chinese and Vietnamese.

94.4% of the YSS respondents reported they received written information in their language and 97.4% reported they received services in the language they preferred.

OVERALL SATISFACTION AND PERCEPTION OF CARE SUBSCALE DOMAINS

TABLE 1.05: SUBSCALE RELIABILITY BY AGE GROUP

Subscales	YSS-F	YSS	Adult Survey	Older Adult Survey
	Cronbach's Alpha (α)			
General Satisfaction	0.92	0.84	0.75	0.78
Perception of Access	0.75	0.72	0.85	0.85
Perception of Quality and Appropriateness	0.94	0.79	0.89	0.87
Perception of Participation in Treatment Planning	0.81	0.67	0.63	0.60
Perception of Outcomes	0.93	0.87	0.90	0.92
Perception of Functioning	0.93	0.88	0.93	0.93
Perception of Social Connectedness	0.90	0.89	0.88	0.89

Cronbach's alpha was calculated to test the reliability of the subscales. Cronbach's alpha (α) is a reliability measure for calculating intraclass correlation between individual survey items. An alpha score of .70 or higher is considered reliable when at least 3 items are used to measure a subscale. The reliability score for all the subscales was greater than 0.70 with the exception of Perception of Participation in Treatment Planning for the YSS, Adults and Older Adults. This may be attributed to this subscale having only two (2) items.

TABLE 1.06: ITEM MEASUREMENT FOR SUBSCALES BY AGE GROUP

YSS-F	YSS	Adult & Older Adult Surveys
General Satisfaction (6 items)	General Satisfaction (6 items)	General Satisfaction (3 items)
Access (2 items)	Access (2 items)	Access (6 items)
Quality (4 items)	Quality (4 items)	Quality (9 items)
Treatment (3 items)	Treatment (3 items)	Treatment (2 items)
Outcomes (6 items)	Outcomes (6 items)	Outcomes (8 items)
Functioning (5 items)	Functioning (5 items)	Functioning (5 items)
Social Connectedness (4 items)	Social Connectedness (4 items)	Social Connectedness (4 items)

Table 1.06 shows the number of items that are included in each subscale. The 30 items for the Overall Satisfaction scale and the seven (7) subscales are measured on a 5 Point Likert scale with 1 = Strongly Disagree, 2 = Disagree, 3 = Undecided (for YSS-F and YSS) and I am Neutral (for Adults and Older Adult surveys), 4 = Agree and 5 = Strongly Agree. The number of subscale items for YSS-F/YSS was different from the number of subscale items for Adult/Older Adult surveys. Therefore, the mean score for each subscale cannot be compared between Adult/Older Adult surveys and the YSS-F/YSS.

TABLE 1.07: YSS-F – MEAN STANDARD DEVIATION AND PERCENT RESPONDENTS SCORING 3.5¹ OR ABOVE ON SUBSCALE SATISFACTION DOMAINS

Variable	N	Mean	SD	Percent Scoring = > 3.5
Overall Satisfaction	2841	4.2	0.59	91.09%
General Satisfaction	2832	4.3	0.71	89.30%
Perception of Access	2818	4.3	0.76	88.47%
Perception of Quality and Appropriateness	2812	4.5	0.67	95.27%
Perception of Participation in Treatment Planning	2818	4.3	0.70	91.09%
Perception of Outcomes	2751	3.9	0.79	69.97%
Perception of Functioning	2723	3.9	0.78	73.82%
Perception of Social Connectedness	2732	4.2	0.67	89.53%

Note: ¹ Variables for subscales coded on a 5 point Likert scale (1= Strongly Disagree and 5 = Strongly Agree)

TABLE 1.08: YSS – MEAN STANDARD DEVIATION AND PERCENT RESPONDENTS SCORING 3.5¹ OR ABOVE ON SUBSCALE SATISFACTION DOMAINS

Variable	N	Mean	SD	Percent Scoring = > 3.5
Overall Satisfaction	1240	4.0	0.59	86.37%
General Satisfaction	1239	4.1	0.74	80.84%
Perception of Access	1227	4.1	0.82	75.06%
Perception of Quality and Appropriateness	1225	4.3	0.69	90.69%
Perception of Participation in Treatment Planning	1232	4.0	0.73	78.98%
Perception of Outcomes	1217	3.9	0.71	69.19%
Perception of Functioning	1212	3.9	0.72	73.84%
Perception of Social Connectedness	1200	4.1	0.74	81.50%

Note: ¹ Variables for subscales coded on a 5 point Likert scale (1= Strongly Disagree and 5 = Strongly Agree)

Tables 1.07 and 1.08 shows the mean scores for Overall Satisfaction for the YSS-F at 4.2 and for the YSS at 4.0. The mean score for subscales such as General Satisfaction, Perception of Access, Perception of Quality and Appropriateness, Perception of Participation in Treatment Planning, and Perception of Social Connectedness were slightly lower for the YSS as compared with the YSS-F.

The mean score for **General Satisfaction** was at 4.3 for YSS-F and 4.1 for the YSS.

The mean score for **Perception of Access** was 4.3 for the YSS-F and 4.1 for the YSS.

The mean score on **Perception of Quality and Appropriateness (Cultural Sensitivity)** was 4.5 for the YSS-F and 4.3 for the YSS.

The mean score on **Perception of Participation in Treatment Planning** was 4.3 for the YSS-F and 4.0 for the YSS.

The mean score for **Perception of Outcomes** was 3.9 for the YSS-F and YSS.

The mean score for **Perception of Functioning** was 3.9 for the YSS-F and the YSS.

The mean score for **Perception of Social Connectedness** was 4.2 for the YSS-F and 4.1 for the YSS.

TABLE 1.09: ADULTS – MEAN, STANDARD DEVIATION, AND PERCENT RESPONDENTS SCORING 3.5¹ OR ABOVE ON SUBSCALE SATISFACTION DOMAINS

Variable	N	Means	SD	Percent Scoring = > 3.5
Overall Satisfaction	3599	4.1	0.61	85.99%
General Satisfaction	3596	4.4	0.68	92.31%
Perception of Access	3588	4.3	0.70	85.40%
Perception of Quality and Appropriateness	3585	4.3	0.64	87.60%
Perception of Participation in Treatment Planning	3545	4.3	0.73	82.22%
Perception of Outcomes	3540	3.9	0.82	70.83%
Perception of Functioning	3366	3.8	0.91	71.95%
Perception of Social Connectedness	3330	3.9	0.94	65.90%

Note: ¹ Variables for subscales coded on a 5 point Likert scale (1=Strongly Disagree and 5=Strongly Agree)

TABLE 1.10: OLDER ADULTS – MEAN, STANDARD DEVIATION, AND PERCENT RESPONDENTS SCORING 3.5¹ OR ABOVE ON SUBSCALE SATISFACTION DOMAINS

Variable	N	Mean	SD	Percent Scoring = > 3.5
Overall Satisfaction	314	4.3	0.52	93.02%
General Satisfaction	314	4.5	0.48	93.02%
Perception of Access	313	4.4	0.65	88.37%
Perception of Quality and Appropriateness	314	4.4	0.47	95.35%
Perception of Participation in Treatment Planning	306	4.4	0.69	83.33%
Perception of Outcomes	284	4.0	0.67	85.00%
Perception of Functioning	283	4.0	0.75	87.18%
Perception of Social Connectedness	279	4.1	0.58	100.00%

Note: ¹ Variables for subscales coded on a 5 point Likert scale (1=Strongly Disagree and 5=Strongly Agree)

In Tables 1.09 and 1.10, the mean score for Overall Satisfaction for Adult surveys was 4.1 and 4.3 for Older Adult surveys. The mean scores were slightly higher for Older Adults compared to the mean scores of adults.

The mean score for **General Satisfaction** for Adult surveys was 4.4 and 4.5 for Older Adult surveys.

The mean score for **Perception of Access** for Adult surveys was 4.3 and 4.4 for Older Adult surveys.

The mean score for **Perception of Quality and Appropriateness** for Adult surveys was 4.3 and 4.4 for Older Adult surveys.

The mean score for **Perception of Participation in Treatment Planning** for Adult surveys was 4.3 and 4.4 for Older Adults.

The mean score for **Perception of Outcomes** for Adult surveys was 3.9 and 4.0 for Older Adult surveys.

The mean score for **Perception of Functioning** was 3.8 for Adult surveys and 4.0 for Older Adult surveys.

The mean score for **Perception of Social Connectedness** was 3.9 for Adult surveys and 4.1 for Older Adult surveys.

TABLE 1.11A: YSS-F – SUBSCALE DIFFERENCES BETWEEN SERVICE AREAS

	Overall Satisfaction	General Satisfaction	Perception of Access	Perception of Quality and Appropriateness	Perception of Participation in Treatment Planning	Perception of Outcomes	Perception of Functioning	Perception of Social Connectedness
SA 1	4.2	4.3	4.3	4.5	4.3	3.8	3.8	4.2
SA 2	4.2	4.3	4.4	4.5	4.3	3.9	3.9	4.2
SA 3	4.2	4.3	4.3	4.5	4.2	3.9	3.9	4.2
SA 4	4.2	4.3	4.4	4.5	4.4	3.9	3.9	4.2
SA 5	4.2	4.4	4.3	4.6	4.3	3.8	3.9	4.3
SA 6	4.2	4.2	4.3	4.4	4.3	3.9	3.9	4.2
SA 7	4.2	4.3	4.5	4.5	4.3	3.9	3.9	4.3
SA 8	4.2	4.3	4.4	4.5	4.3	3.9	3.9	4.2
Average	4.2	4.3	4.4	4.6	4.3	3.9	3.9	4.2

Note: No statistically significant differences by Service Area.

Table 1.11A shows differences in subscale means by Service Area. Among YSS-F, there were no statistically significant differences between Service Areas (SAs).

TABLE 1.11B: YSS-F – PERCENT RESPONDENTS SCORING 3.5 OR ABOVE ON SUBSCALE DOMAINS BY SERVICE AREA

	Overall Satisfaction	General Satisfaction	Perception of Access	Perception of Quality and Appropriateness	Perception of Participation in Treatment Planning	Perception of Outcomes	Perception of Functioning	Perception of Social Connectedness
SA 1	92.13%	91.57%	92.05%	97.75%	93.22%	71.43%	71.43%	91.95%
SA 2	91.18%	92.07%	93.05%	96.49%	90.78%	75.24%	75.99%	93.66%
SA 3	90.18%	91.34%	92.69%	96.26%	91.05%	75.81%	74.18%	93.03%
SA 4	94.09%	91.35%	92.47%	97.85%	95.63%	76.77%	78.86%	91.62%
SA 5	92.94%	91.07%	91.62%	97.60%	89.35%	70.37%	74.53%	91.57%
SA 6	89.93%	90.20%	90.10%	92.86%	90.17%	76.74%	75.62%	91.93%
SA 7	92.00%	90.40%	94.40%	95.20%	91.94%	72.95%	68.85%	90.91%
SA 8	93.63%	93.63%	92.43%	97.60%	92.18%	75.20%	73.46%	93.80%
Average	92.01%	91.45%	92.35%	96.45%	91.79%	74.86%	74.12%	92.31%

Note: Significant tests were conducted for mean scores not percentages. Highest and lowest percent are in bold.

Table 1.11B shows that YSS-F in SA 4 had the highest percent of respondents scoring 3.5 or above on **Overall Satisfaction** at 94.09% compared to the lowest in SA 6 at 89.93%.

SA 8 had the highest percent of respondents scoring 3.5 or above on **General Satisfaction** at 93.63%, compared to the lowest percent in SA 6 at 90.20%,

SA 7 had the highest percent of respondents scoring 3.5 or above on **Perception of Access** at 94.40%, compared to the lowest in SA 6 at 90.10%.

SA 4 had the highest percent of respondents scoring 3.5 or above on **Perception of Quality and Appropriateness** at 97.85% compared to the lowest in SA 6 at 92.86%.

SA 4 had the highest percent of respondents scoring 3.5 or above on **Perception of Participation in Treatment Planning** at 95.63% compared to the lowest in SA 5 at 89.35%.

SA 4 had the highest percent of respondents scoring 3.5 or above on **Perception of Outcomes** at 76.77% compared to the lowest in SA 5 at 70.37%.

SA 4 had the highest percent of respondents scoring 3.5 or above on **Perception of Functioning** at 78.86% compared to the lowest in SA 7 at 68.85%.

SA 8 had the highest percent of respondents scoring 3.5 or above on **Perception of Social Connectedness** at 93.80% compared to the lowest in SA 7 at 90.91%.

TABLE 1.12A: YSS – SUBSCALE DIFFERENCES BETWEEN SERVICE AREAS

	Overall Satisfaction*	General Satisfaction*	Perception of Access *	Perception of Quality and Appropriateness*	Perception of Participation in Treatment Planning	Perception of Outcomes	Perception of Functioning	Perception of Social Connectedness
SA 1	4.0	4.2	4.1	4.5	4.0	3.8	3.8	4.1
SA 2	4.0	4.1	4.1	4.3	4.0	3.9	3.9	4.1
SA 3	3.9	4.0	3.9	4.2	3.9	3.8	3.8	4.0
SA 4	4.0	4.1	4.1	4.3	4.0	3.8	3.8	4.1
SA 5	4.1	4.3	4.1	4.4	4.0	3.9	3.9	4.2
SA 6	4.1	4.2	4.2	4.4	4.0	4.0	4.0	4.1
SA 7	4.1	4.3	4.1	4.3	4.0	3.8	3.9	4.2
SA 8	4.1	4.2	4.1	4.4	4.0	3.9	3.9	4.1
Average	4.0	4.1	4.1	4.3	4.2	3.9	3.9	4.1

Note: * Significant differences by Service Area at $p \leq 0.05$. Highest means are in bold for statistically significant differences.

Table 1.12A shows differences in YSS subscale means by Service Area. Among YSS, four of the seven satisfaction subscales were significantly different between Service Areas (SAs). SAs 5,6,7, and 8 had the highest mean score for Overall Satisfaction at 4.1. SA 5 and SA 7 had the highest mean scores for General Satisfaction at 4.3. SA 6 had the highest mean score for Perception of Access at 4.2. SA 1 had the highest mean score for Perception of Quality and Appropriateness at 4.5.

TABLE 1.12B: YSS - PERCENT RESPONDENTS SCORING 3.5 OR ABOVE ON YSS SUBSCALE DOMAINS BY SERVICE AREA

	Overall Satisfaction*	General Satisfaction*	Perception of Access*	Perception of Quality and Appropriateness*	Perception of Participation in Treatment Planning	Perception of Outcomes	Perception of Functioning	Perception of Social Connectedness
SA 1	88.68%	94.34%	88.68%	94.23%	80.77%	76.92%	71.15%	84.00%
SA 2	86.62%	84.04%	87.06%	93.38%	80.19%	74.94%	71.33%	86.44%
SA 3	82.08%	79.58%	80.59%	91.98%	78.24%	73.73%	74.89%	84.65%
SA 4	87.93%	84.21%	83.93%	91.23%	77.19%	70.69%	70.18%	92.86%
SA 5	91.21%	90.11%	87.78%	97.73%	82.02%	78.89%	83.15%	93.33%
SA 6	89.31%	85.50%	89.06%	97.67%	80.00%	79.69%	78.12%	86.05%
SA 7	90.00%	92.50%	87.50%	92.50%	80.00%	70.00%	72.50%	90.00%
SA 8	87.06%	86.57%	88.38%	94.47%	81.09%	79.80%	78.06%	88.14%
Average	87.86%	87.11%	86.62%	94.15%	79.94%	75.58%	74.92%	88.18%

Note: Significance tests were conducted for mean scores not percentages. Highest and lowest percent are in bold.

Table 1.12B shows that YSS in SA 5 had the highest percent of respondents scoring 3.5 or above on **Overall Satisfaction** at 91.21% compared to the lowest in SA 3 at 82.08%.

SA 1 had the highest percent of respondents scoring 3.5 or above on **General Satisfaction** at 94.34% compared to the lowest in SA 3 at 79.58%.

SA 6 had the highest percent of respondents scoring 3.5 or above on **Perception of Access** at 89.06% compared to the lowest in SA 3 at 80.59%.

SA 5 had the highest percent of respondents scoring 3.5 or above **Perception of Quality and Appropriateness** at 97.73% compared to the lowest in SA 4 at 91.23%.

SA 5 had the highest percent of respondents scoring 3.5 or above **Perception of Participation in Treatment Planning** at 82.02% compared to the lowest in SA 4 at 77.19%.

SA 8 had the highest percent of respondents scoring 3.5 or above on **Perception of Outcomes** at 79.80% compared to the lowest in SA 7 at 70.00%.

SA 5 had the highest percent of respondents scoring 3.5 or above on **Perception of Functioning** at 83.15% compared to the lowest in SA 4 at 70.18%.

SA 5 had the highest percent of respondents scoring 3.5 or above on **Perception of Social Connectedness** at 93.33% compared to the lowest in SA 1 at 84.00%.

TABLE 1.13A: ADULTS - SUBSCALE DIFFERENCES BETWEEN SERVICE AREAS

	Overall Satisfaction	General Satisfaction	Perception of Access	Perception of Quality and Appropriateness	Perception of Participation in Treatment Planning	Perception of Outcomes*	Perception of Functioning*	Perception of Social Connectedness
SA 1	4.0	4.3	4.2	4.2	4.2	3.7	3.6	3.8
SA 2	4.1	4.4	4.2	4.3	4.3	3.9	3.9	3.9
SA 3	4.0	4.4	4.3	4.3	4.3	3.8	3.8	3.8
SA 4	4.1	4.4	4.3	4.4	4.3	3.9	3.8	3.9
SA 5	4.1	4.5	4.3	4.3	4.3	4.0	3.9	3.9
SA 6	4.1	4.4	4.3	4.3	4.2	3.9	3.9	3.9
SA 7	4.1	4.4	4.3	4.3	4.3	3.9	3.8	3.9
SA 8	4.0	4.3	4.3	4.4	4.2	3.7	3.7	3.8
Average	4.1	4.4	4.3	4.3	4.3	3.9	3.8	3.9

Note: * Significant differences by Service Area at $p \leq 0.05$. Highest means are in bold for statistically significant differences.

Table 1.13A shows differences in subscales by Service Area among Adult Surveys. Out of the seven subscales, only two were significantly different across Service Areas.

SA 5 had the highest mean for **Perception of Outcomes** at 4.0. SAs 2, 5 and 6 had the highest mean score on **Perception of Functioning**.

**TABLE 1.13B: ADULTS – PERCENT RESPONDENTS SCORING 3.5 OR ABOVE ON
SUBSCALE DOMAINS BY SERVICE AREA**

	Overall Satisfaction	General Satisfaction	Perception of Access	Perception of Quality and Appropriateness	Perception of Participation in Treatment Planning	Perception of Outcomes*	Perception of Functioning*	Perception of Social Connectedness
SA 1	78.57%	78.57%	78.57%	83.33%	76.19%	59.52%	58.54%	59.52%
SA 2	83.77%	88.71%	82.02%	87.74%	78.51%	69.23%	69.72%	70.74%
SA 3	85.29%	90.76%	85.29%	89.08%	81.36%	65.11%	70.00%	64.78%
SA 4	85.47%	88.27%	87.36%	86.87%	79.83%	68.38%	68.04%	65.09%
SA 5	85.47%	88.19%	85.07%	88.24%	81.12%	71.18%	69.89%	63.64%
SA 6	83.91%	90.78%	85.63%	87.28%	77.10%	63.66%	67.36%	66.67%
SA 7	84.54%	87.38%	86.23%	91.55%	82.47%	64.76%	62.76%	67.62%
SA 8	82.49%	90.79%	84.18%	87.11%	78.41%	61.71%	62.01%	65.01%
Average	83.69%	87.93%	84.29%	87.65%	79.37%	65.44%	66.04%	65.38%

Note: Significance tests were conducted for mean scores not percentages. Highest and lowest percent are in bold.

Table 1.13B shows that Adults in SA 4 and 5 had the highest percent of respondents scoring 3.5 or above on **Overall Satisfaction** at 85.47% compared to the lowest in SA 1 at 78.57%.

SA 8 scored the highest percent of respondents scoring 3.5 or above on **General Satisfaction** at 90.79% compared to the lowest in SA 1 at 78.57%.

SA 4 scored the highest percent of respondents scoring 3.5 or above on **Perception of Access** at 87.36% compared to the lowest in SA 1 at 78.57%.

SA 7 scored the highest percent of respondents scoring 3.5 or above **Perception of Quality and Appropriateness** at 91.55% compared to the lowest in SA 1 at 83.33%.

SA 7 scored the highest percent of respondents scoring 3.5 or above **Perception of Participation in Treatment Planning** at 82.47% compared to the lowest in SA 1 at 76.19%.

SA 5 scored the highest percent of respondents scoring 3.5 or above on **Perception of Outcomes** at 71.18% compared to the lowest in SA 1 at 59.52%.

SA 3 scored the highest percent of respondents scoring 3.5 or above on **Perception of Functioning** at 70.00% compared to the lowest in SA 1 at 58.54%.

SA 2 scored the highest percent of respondents scoring 3.5 or above on **Perception of Connectedness** at 70.74% compared to the lowest in SA 1 at 59.52%.

TABLE 1.14A: OLDER ADULTS – SUBSCALE DIFFERENCES BETWEEN SERVICE AREAS

	Overall Satisfaction*	General Satisfaction	Perception of Access	Quality and Appropriate Perception of ness	Perception of Participation in Treatment Planning	Perception of Outcomes	Perception of Functioning	Perception of Social Connectedness
SA 1	4.5	4.6	4.5	4.6	4.5	4.2	4.3	4.8
SA 2	4.1	4.4	4.3	4.2	4.3	3.8	3.8	4.0
SA 3	4.3	4.6	4.5	4.5	4.5	4.0	3.9	3.8
SA 4	4.4	4.5	4.4	4.4	4.5	4.2	4.2	4.3
SA 5	4.3	4.6	4.5	4.3	4.4	4.0	4.1	3.8
SA 6	4.0	4.3	4.1	4.1	4.0	3.9	3.9	3.8
SA 7	4.3	4.5	4.3	4.5	4.4	4.2	4.2	4.3
SA 8	4.1	4.4	4.2	4.3	4.2	3.8	3.7	3.8
Average	4.3	4.5	4.4	4.4	4.4	4.0	4.0	4.1

Note: Statistical tests between Service Areas were not conducted for Older Adult data due to small sample size.

TABLE 1.14B OLDER ADULT - PERCENT RESPONDENTS SCORING 3.5 OR ABOVE ON SUBSCALE DOMAINS BY SERVICE AREAS

	Overall Satisfaction**	General Satisfaction**	Perception of Access*	Perception of Quality and Appropriateness*	Perception of Participation in Treatment Planning	Perception of Outcomes**	Perception of Functioning**	Perception of Social Connectedness*
SA 1	**	**	**	**	**	**	**	**
SA 2	82.81%	89.06%	87.50%	85.94%	92.19%	75.93%	70.37%	76.92%
SA 3	91.11%	95.56%	95.56%	95.45%	97.78%	69.05%	76.19%	69.05%
SA 4	100.00%	94.74%	100.00%	94.74%	100.00%	94.74%	89.47%	88.89%
SA 5	89.74%	94.87%	94.87%	92.31%	92.31%	79.41%	76.47%	67.65%
SA 6	80.95%	90.48%	80.95%	80.95%	76.19%	71.43%	71.43%	76.19%
SA 7	91.89%	91.89%	91.89%	94.29%	100.00%	88.57%	82.86%	82.35%
SA 8	90.24%	92.68%	95.00%	90.00%	89.47%	82.86%	76.47%	77.14%
Average	89.53%	92.75%	92.99%	92.53%	92.56%	80.28%	77.61%	81.51%

Note: ** = Number of Responses too low. N = 5. Highest Means in Bold.

Statistical tests between Service Areas were not conducted for Older Adult survey data due to small sample size.

SUMMARY OF SUBSCALE DIFFERENCES ON THE FOUR SURVEYS BETWEEN SERVICE AREAS

YSS-F

Among YSS-F, no subscales were significantly different across Service Areas.

YSS

Among YSS, four of the seven subscales were significantly different across Service Areas, namely Overall Satisfaction, General Satisfaction, Perception of Access and Perception of Quality and Appropriateness.

Adults

Among Adult surveys, two of the seven subscales were significantly different across Service Areas, namely Perception of Outcomes and Perception of Functioning.

Older Adults

Statistical tests across Service Areas were not conducted for Older Adult survey data due to small sample size.

MHSIP SUBSCALE COMPARISON BETWEEN AUGUST 2012, AUGUST 2013, and APRIL 2014 SURVEY

**TABLE 1.15: ADULT SURVEY – SUBSCALE MEANS
AUGUST 2012 – APRIL 2014**

	August 2012			August 2013			April 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
General Satisfaction	3,362	4.4	0.68	2,881	4.4	0.70	3,602	4.4	0.70
Perception of Access	3,349	4.3	0.69	2,863	4.2	0.70	3,602	4.3	0.72
Perception of Quality and Appropriateness	3,338	4.3	0.65	2,850	4.3	0.65	3,602	4.3	0.68
Perception of Participation in Treatment Planning	3,297	4.2	0.74	2,825	4.3	0.74	3,545	4.3	0.73
Perception of Outcomes	3,321	3.9	0.80	2,864	3.9	0.82	3,531	3.9	0.86
Perception of Functioning	3,218	3.8	0.88	2,741	3.8	0.88	3,366	3.8	0.91
Perception of Social Connectedness	3,188	3.9	0.89	2,691	3.9	0.87	3,330	3.9	0.94

Note: Highest and lowest means are in bold.

In April 2014, among Adult survey respondents, the highest rated subscale was for General Satisfaction at 4.4. This subscale was also the highest rated subscale in previous survey periods at 4.4 in August 2012 and August 2013.

**TABLE 1.16: OLDER ADULT SURVEY – SUBSCALE MEANS
AUGUST 2012 – APRIL 2014**

	August 2012			August 2013			April 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
General Satisfaction	304	4.5	0.66	335	4.5	0.61	314	4.5	0.71
Perception of Access	302	4.4	0.62	337	4.4	0.71	313	4.4	0.72
Perception of Quality and Appropriateness	307	4.4	0.62	336	4.4	0.66	314	4.4	0.85
Perception of Participation in Treatment Planning	298	4.4	0.71	330	4.3	0.75	306	4.4	0.68
Perception of Outcomes	276	4.0	0.82	330	4.0	0.79	284	4.0	0.82
Perception of Functioning	273	3.9	0.93	325	4.0	0.85	283	4.0	0.83
Perception of Social Connectedness	270	4.0	0.92	322	4.0	0.89	279	4.0	0.83

Note: Highest and lowest means are in bold.

In April 2014, among Older Adult survey respondents, the highest rated subscale was for General satisfaction at 4.5. This subscale was also the highest rated subscale in previous survey periods at 4.5 in August 2013 and at 4.5 in August 2012.

**TABLE 1.17: YSS – SUBSCALE MEANS
AUGUST 2012 – APRIL 2014**

	August 2012			August 2013			April 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
General Satisfaction	1,779	4.1	0.73	2,528	4.1	0.63	1,436	4.1	0.90
Perception of Access	1,755	4.0	0.81	2,483	4.1	0.87	1,436	4.1	0.98
Perception of Quality and Appropriateness	1,765	4.3	0.71	2,493	4.3	0.75	1,436	4.3	0.92
Perception of Participation in Treatment Planning*	1,773	3.9	0.71	2,498	4.0	0.80	1,436	4.0	0.97
Perception of Outcomes	1,751	3.9	0.71	2,465	3.9	0.74	1,436	3.9	0.99
Perception of Functioning	1,750	3.9	0.71	2,456	3.9	0.75	1,436	3.9	1.01
Perception of Social Connectedness	1,700	4.1	0.71	2,435	4.1	0.71	1,436	4.1	1.18

Note: Highest and lowest means are in bold.

In April 2014, the highest mean score among YSS was for Perception of Quality and Appropriateness at 4.3. This subscale also had the highest mean in August 2012 and August 2013 at 4.3.

**TABLE 1.18: YSS-F – SUBSCALE MEANS
MAY 2012 – APRIL 2014**

	August 2012			August 2013			April 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
General Satisfaction	3,434	4.3	0.71	3,441	4.3	0.69	3,131	4.3	0.95
Perception of Access	3,414	4.3	0.77	3,404	4.4	0.74	3,131	4.3	0.88
Perception of Quality and Appropriateness	3,424	4.5	0.68	3,401	4.5	0.65	3,131	4.5	0.91
Perception of Participation in Treatment Planning	3,401	4.3	0.71	3,411	4.3	0.72	3,131	4.3	0.96
Perception of Outcomes	3,327	3.9	0.78	3,347	3.9	0.77	3,131	3.9	1.20
Perception of Functioning	3,307	3.9	0.78	3,322	3.9	0.77	3,131	3.9	1.22
Perception of Social Connectedness	3,321	4.2	0.71	3,293	4.2	0.68	3,131	4.2	1.19

Note: Highest and lowest means are in bold.

In April 2014, the highest mean score among YSS-F was for Perception of Quality and Appropriateness at 4.5. This subscale also was the highest rated mean at 4.5 in August 2012 and August 2013.

MEDICATION AND MEDI-CAL INSURANCE — YSS

TABLE 1.19: YSS – IN THE LAST YEAR, DID YOU SEE A MEDICAL DOCTOR OR NURSE FOR A HEALTH CHECK-UP OR BECAUSE YOU WERE SICK? (N=1,156)

	Yes Clinic/Office	Yes Hospital/ER	No	Don't Remember	Total
SA 1	29	7	6	9	51
Percent	56.86%	13.73%	11.76%	17.65%	100%
SA 2	225	45	54	77	401
Percent	56.11%	11.22%	13.47%	19.20%	100%
SA 3	124	24	36	45	229
Percent	54.15%	10.48%	15.72%	19.55%	100%
SA 4	29	6	7	10	52
Percent	55.77%	11.54%	13.46%	19.23%	100%
SA 5	52	3	18	15	88
Percent	59.09%	3.41%	20.45%	17.05%	100%
SA 6	64	7	17	19	107
Percent	59.81%	6.54%	15.89%	17.76%	100%
SA 7	18	8	7	6	39
Percent	46.15%	20.51%	17.95%	15.38%	100%
SA 8	99	20	36	34	189
Percent	52.38%	10.58%	19.05%	17.99%	100%
Total	640	120	181	215	1156
Percent	55.36%	10.38%	15.66%	18.60%	100%

Note: Highest and lowest percent are in bold.

Table 1.19 shows that across all Service Areas, 55.36% of the YSS respondents reported that: “In the Last Year, They had Seen a Medical Doctor or Nurse for a Health Check-Up in a Clinic/Office Because He/She Was Sick,” as compared with 15.66% that had not.

SA 6, at 59.81%, for the YSS, had the highest percent reporting that: “In the Last Year, They Had Seen a Medical Doctor or a Nurse for a Health Check-Up in a Clinic/Office Because He/She Was Sick,” as compared with the lowest percent in SA 7 at 46.15%. SA 7 also had the highest percentage of YSS reporting that they had been seen in a hospital/ER at 20.51%. SA 5 had the lowest percentage of YSS reporting that they had been seen in a hospital/ER at 3.41%.

TABLE 1.20: YSS – ARE YOU ON MEDICATION FOR EMOTIONAL/BEHAVIORAL PROBLEMS? (N=1,148)

	Yes	No	Total
SA 1	20	29	49
Percent	40.82%	59.18%	100%
SA 2	137	245	382
Percent	35.86%	64.14%	100%
SA 3	101	120	221
Percent	45.70%	54.30%	100%
SA 4	16	53	69
Percent	23.19%	76.81%	100%
SA 5	46	56	102
Percent	45.10%	54.90%	100%
SA 6	46	56	102
Percent	45.10%	54.90%	100%
SA 7	19	18	37
Percent	51.35%	48.65%	100%
SA 8	88	98	186
Percent	47.31%	52.69%	100%
Total	473	675	1,148
Percent	41.20%	58.80%	100%

Note: Highest and lowest percent are in bold.

Table 1.20 shows that across all Service Areas, 41.20% of the YSS respondents reported that they were on medication for emotional/behavioral problems as compared with 58.80% that were not.

SA 7, at 51.35%, for the YSS, had the highest percent reporting that they were on medication for emotional/behavioral problems as compared with the lowest percent in SA 4 at 23.19%.

TABLE 1.21: YSS – DID THE DOCTOR OR NURSE TELL YOU WHAT MEDICATION SIDE EFFECTS TO WATCH FOR? (N=584)

	Yes	No	Total
SA 1	5	18	23
Percent	21.74%	78.26%	100%
SA 2	81	113	253
Percent	41.75%	58.25%	100%
SA 3	47	77	124
Percent	37.90%	62.10%	100%
SA 4	12	11	23
Percent	52.17%	47.83%	100%
SA 5	11	30	41
Percent	26.83%	73.17%	100%
SA 6	19	34	53
Percent	35.85%	64.15%	100%
SA 7	4	18	22
Percent	18.18%	81.82%	100%
SA 8	33	71	104
Percent	31.73%	68.27%	100%
Total	212	372	584
Percent	36.30%	63.70%	100%

Note: Highest and lowest percent are in bold.

Table 1.21 shows that for the YSS across all Service Areas, 36.30% reported that: “The Doctor or Nurse had told Them What Side Effects to Watch For,” as compared with 63.70% that did not. SA 4, at 52.17%, had the highest percent reporting that: “The Doctor or Nurse had Told Them What Side Effects to Watch For,” as compared with the lowest percent in SA 7 at 18.18%.

**TABLE 1.22: YSS – DO YOU HAVE MEDI-CAL (MEDICAID) INSURANCE?
(N=978)**

	Yes	No	Total
SA 1	39	1	40
Percent	97.50%	2.50%	100%
SA 2	306	30	336
Percent	91.07%	8.93%	100%
SA 3	190	6	196
Percent	96.94%	3.06%	100%
SA 4	46	3	49
Percent	93.88%	6.12%	100%
SA 5	69	5	74
Percent	93.24%	6.76%	100%
SA 6	83	6	89
Percent	93.26%	6.74%	100%
SA 7	31	2	33
Percent	93.94%	6.06%	100%
SA 8	150	11	161
Percent	93.17%	6.83%	100%
Total	914	64	978
Percent	93.46%	6.54%	100%

Note: Highest and lowest percent are in bold.

Table 1.22 shows that across all Service Areas, a total of 93.46% of the YSS reported that they had Medi-Cal (Medicaid) insurance as compared with 6.54% that did not.

SA 1, at 97.50%, for the YSS, had the highest percent reporting that they had Medi-Cal (Medicaid) insurance as compared with the lowest percent in SA 2 at 91.07%.

SUMMARY

A total of 640 of the YSS respondents representing 55.4% said they had seen a medical doctor or a nurse in the last year either for a check-up or because he/she was sick. The highest response to this question was in SA 6 at 59.81% as compared with the lowest in SA 7 at 46.15%. Approximately, 10.38% of the YSS reported they had visited a Hospital/ER in the past year. Highest percent of the YSS in SA 7 visited a Hospital/ER in the past year as compared with the lowest percent in SA 5 at 3.41%.

41.20% of the YSS reported they were on medication for emotional/behavioral problems. The highest proportion was in SA 7 at 51.35% as compared with the lowest proportion in SA 4 at 23.19%.

36.30% of the YSS reported that the doctor or nurse told them about the side effects of medication. The highest response to this question was in SA 4 at 52.17% and the lowest was in SA 7 at 18.18%.

93.46% of the YSS reported that they had Medi-Cal (Medicaid) insurance. The highest response to this question was in SA 1 at 97.50% and the lowest was in SA 2 at 91.07%.

COUNTY PERFORMANCE OUTCOMES

SUMMARY REPORT

BACKGROUND

The County Performance Outcomes were developed in compliance with the County of Los Angeles Board of Supervisors requirements for Performance Outcomes for social service departments effective December 31, 2007. The LAC-DMH County Performance Outcomes were selected consistent with the State Performance Outcomes System by an interdisciplinary team of stakeholders that were created in 2007 and included representatives from directly operated and contracted providers, the Office of the Auditor-Controller, and other involved stakeholders. The LAC-DMH adopted the seven (7) recommended performance measures selected from the State Performance Outcomes surveys of the Mental Health Statistics Improvement Program (MHSIP for Adult, Older Adult, YSS-F, and YSS), in consideration of the following criteria: to support existing consumer/family initiatives and performance outcome measures; to reduce duplicative efforts for data collection; to analyze trends in survey results and, to create opportunities for partnering with providers for Quality Improvement purposes.

Part II summarizes the results of the seven (7) selected survey items as County Performance Outcomes from the MHSIP surveys. These surveys were administered in Outpatient Clinic and Day Treatment Programs. These data sets constitute County Performance Outcome and were administered in the eight (8) Service Areas in the County of Los Angeles from April 28, 2014, to May 2, 2014. The County Performance Outcome surveys for the four (4) age groups are described below:

YOUTH SERVICES SURVEY FOR FAMILIES (YSS-F; FAMILY MEMBER OF CONSUMERS AGES 0-17 YEARS)

1. I felt my child had someone to talk to when he/she was troubled. (Source: YSS-F, #5)
2. The location of services was convenient for me. (Source: YSS-F, #8)
3. Services were available at times that were convenient for me. (Source: YSS-F, #9)
4. Staff was sensitive to my cultural/ethnic background. (Source: YSS-F, #15)
5. My child gets along better with family members. (Source: YSS-F, #17)
6. My child is doing better in school and/or work. (Source: YSS-F, #19)
7. In a crisis, I would have the support I need from family or friends (Source: YSS-F, #25)

YOUTH SERVICES SURVEY FOR YOUTH (YSS; AGES 13-17 YEARS)

1. I felt I had someone to talk to when I was troubled. (Source: YSS, #5)
2. The location of services was convenient for me. (Source: YSS, #8)
3. Services were available at times that were convenient for me. (Source: YSS, #9)
4. Staff was sensitive to my cultural/ethnic background. (Source: YSS, #15)
5. I get along better with family members. (Source: YSS, #17)
6. I am doing better in school and/or work. (Source: YSS, #19)
7. In a crisis, I would have the support I need from family or friends. (Source: YSS,

#25)

ADULT SURVEY (AGES 18-59 YEARS)

1. The location of services was convenient for me. (Source: Adult MHSIP, #4)
2. Staff was willing to see me as often as I felt it was necessary. (Source: Adult MHSIP, #5)
3. Services were available at times that were good for me. (Source: Adult MHSIP, #7)
4. Staff was sensitive to my cultural background. (Source: Adult MHSIP, #18)
5. I deal more effectively with daily problems. (Source: Adult MHSIP, #21)
6. I do better in school and/or work. (Source: Adult MHSIP, #26)
7. My symptoms are not bothering me as much. (Source: Adult MHSIP, #28)

OLDER ADULT SURVEY (AGES 60 YEARS AND OVER)

1. The location of services was convenient. (Source: Older Adult MHSIP, #4)
2. Staff was willing to see me as often as I felt it was necessary. (Source: Older Adult MHSIP, #5)
3. Services were available at times that were good for me. (Source: Older Adult MHSIP, #7)
4. Staff was sensitive to my cultural background. (Source: Older Adult MHSIP, #18)
5. I deal more effectively with daily problems. (Source: Older Adult MHSIP, #21)
6. I do better in school and/or work. (Source: Older Adult MHSIP, #26)
7. My symptoms are not bothering me as much. (Source: Older Adult MHSIP, #28)

The following four outcome measures are common to all four age-group surveys:

- The location of services was convenient for me.
- Services were available at times that were convenient/good for me/us.
- Staff was sensitive to my cultural/ethnic background.
- I/my child is/am doing better in school and/or work.

The following three outcome measures are common to the YSS-F and the YSS.

- My child/I had someone to talk to when troubled.
- My child/I get along better with family members.
- In a crisis, I would have the support I need from family or friends.

The following three outcome measures are common to the Adult and Older Adult surveys.

- Staff was willing to see me as often as I felt it was necessary.
- I deal more effectively with my daily problems.
- My symptoms are not bothering me as much.

The following tables and figures summarize the Follow-up Data County Performance Outcome results obtained during the August 2013 survey period.

DATA ANALYSIS FOR COUNTY PERFORMANCE OUTCOME MEASURES

TABLE 2:01 AVERAGE PERCENT STRONGLY AGREE OR AGREE WITH COUNTY PERFORMANCE OUTCOMES

YSS-F AND YSS

April 2014

Performance Outcome		YSS-F (N = 2,843)	Among Service Areas*		YSS (N = 1,241)	Among Service Areas*	
			Highest	Lowest		Highest	Lowest
1	I felt my child/I had someone to talk to when he/she/I was troubled.	90.5%	SA 8 (91.7%)	SA 7 (86.5%)	79.0%	SA 3 (72.1%)	SA 7 (87.5%)
2	Location of services was convenient for us/me.	90.5%	SA 7 (93.6%)	SA 5 (84.1%)	82.1%	SA 6 (88.0%)	SA 3 (76.7%)
3	Services were available at times that were convenient for us/me.	92.2%	SA 4 (96.2%)	SA 7 (90.3%)	81.0%	SA 7 (87.5%)	SA 3 (75.0%)
4	Staff were sensitive to my cultural/ethnic background.	93.7%	SA 1 (96.3%)	SA 6 (90.7%)	83.8%	SA 4 (90.7%)	SA 7 (79.5%)
5	My child/I gets along better with family members.	76.4%	SA 4 (77.6%)	SA 1 (72.9%)	70.2%	SA 1 (72.5%)	SA 4 (61.4%)
6	My child/I am doing better in school and /or work.	69.9%	SA 4 (75.9%)	SA 1 (60.8%)	68.4%	SA 8 (72.1%)	SA 7 (53.8%)
7	In a crisis, I would have the support I need from family or friends.	87.2%	SA 2 (88.8%)	SA 7 (83.2%)	81.0%	SA 5 (89.5%)	SA 3 (75.6%)

*Highest and lowest percent are in bold.

Table 2.01 shows the percent of the YSS-F and the YSS that “Strongly Agree” or “Agree” with the seven (7) County Performance Outcomes.

The YSS-F average percentages from highest to lowest were: (4) “Staff were sensitive to my cultural/ethnic background” at 93.7%; (3) “Services were available at times that were convenient” at

92.2%; (2) "Location of services was convenient" at 90.5%; (1) "I felt my child had someone to talk to when he/she was troubled" at 90.5%; (7) "In crisis I would have the support I need from family or friends" at 87.2%; (5) "My child gets along better with family members" at 76.4%; and (6) "My child is doing better in school and /or work" at 69.9%.

The YSS average percentages from highest to lowest were: (4) "Staff was sensitive to my cultural/ethnic background" at 83.8%; (2) "Location of services was convenient" at 82.1%; (3) "Services were available at times that were convenient" at 81.0%; (7) "In crisis I would have the support I need from family or friends" at 81.0%; (1) "I felt I had someone to talk to when I was troubled" at 79.0%; (5) "I get along better with family members" at 70.2%; and (6) "I am doing better in school and/or work" at 68.4%.

**TABLE 2.02: AVERAGE PERCENT STRONGLY AGREE OR AGREE WITH COUNTY
PERFORMANCE OUTCOMES
ADULT AND OLDER ADULT
April 2014**

Performance Outcome		Adult Survey	Among Service Areas*		Older Adult Survey	Among Service Areas*	
		(N = 3,158)	Highest	Lowest	(N = 261)	Highest	Lowest
1	The location of services was convenient (Parking, Public Transportation, Distance, etc.)	82.3%	SA 1 (90.0%)	SA 2 (78.2%)	88.5%	SA 4 (100.0%)	SA 1** (80.0%)
2	Staff were willing to see me as often as I felt was necessary.	87.0%	SA 6 (88.25%)	SA 1 (80.95%)	90.8%	SA 3 (95.3%)	SA 1 (80.0%)
3	Services were available at times that were good for me.	88.8%	SA 4 (95.3%)	SA 8 (89.8%)	94.9%	SA 1, 4 & 8*** (100.0%)	SA 2 (91.8%)
4	Staff were sensitive to my cultural background (race, religion, language, etc.).	84.1%	SA 1 (87.8%)	SA 8 (81.0%)	89.2%	SA 1 & 4 (100.0%)	SA 7 (84.4%)
5	I deal more effectively with daily problems.	77.5%	SA 5 (77.85%)	SA 1 (59.52%)	82.3%	SA 4 (100.0%)	SA 1 (66.7%)
6	I do better in school and/or work.	55.2%	SA 1 (69.7%)	SA 8 (55.2%)	63.2%	SA 4 (84.62%)	SA 3 (51.72%)
7	My symptoms are not bothering me as much.	60.4%	SA 8 (45.86%)	SA 5 (30.88%)	68.0%	SA 5 (78.1%)	SA 1 (50.0%)

¹Highest and lowest percent are in bold.

** sample size less than 10

Table 2.02 shows the percent of Adult and Older Adult surveys that “Strongly Agree” or “Agree” with the seven (7) County Performance Outcome Measures.

The Adult survey average percentages from highest to lowest were: (3) “Services were available at times that were good for me” at 88.8%; (2) “Staff were willing to see me as often as I felt was necessary” at 87.0%; (4) “Staff were sensitive to my cultural background” at 84.1%; (1) “The location of services was convenient” at 82.3%; (5) “I deal more effectively with daily problems” at 77.5%; (7) “My symptoms are not bothering me as much” at 60.4%; and (6) “I do better in school and/or work” at 55.2%.

The Older Adult survey average percentages from highest to lowest were: (3) “Services were available at times that were good for me” at 94.98%; (2) “Staff were willing to see me as often as I felt was necessary” at 90.8%; (4) “Staff were sensitive to my cultural background” at 89.2%; (1) “The location of services was convenient” at 88.51%; (5) “I deal more effectively with daily problems” at 82.3%; (7) “My symptoms are not bothering me as much” at 68.0%; and (6) “I do better in school and/or work” at 63.2%.

**TABLE 2.03: COMPARISON OF COUNTY PERFORMANCE OUTCOME MEASURES
AMONG THE YSS-F, YSS, ADULT, AND OLDER ADULT**

May 2009

Outcome Measure	YSS-F (N = 6,889)	YSS (N=4,577)	Adult Survey (N=5,559)	Older Adult Survey (N = 615)	Average for All Age Groups
1. Location of services was convenient	93.3%	82.9%	84.6%	90.0%	87.7%
2. Services were available at times that were convenient	94.1%	81.7%	89.7%	93.4%	89.7%
3. Staff were sensitive to cultural/ethnic background	95.5%	84.6%	84.6%	91.2%	89.0%
4. Doing better in school and/or work	73.9%	73.4%	62.4%	69.1%	69.7%

February 2012

Outcome Measure	YSS-F (N=9,920)	YSS (N=5,976)	Adult Survey (N=9,855)	Older Adult Survey (N=1,211)	Average for All Age Group
1. Location of services was convenient	93.7%	81.0%	84.7%	82.4%	85.5%
2. Services were available at times that were convenient	94.2%	81.7%	89.5%	93.2%	89.7%
3. Staff was sensitive to cultural/ethnic background	91.2%	76.8%	86.0%	90.8%	86.2%
4. Doing better in school and /or work	71.7%	73.0%	52.3%	40.1%	59.3%

August 2012

Outcome Measure	YSS-F (N = 4028)	YSS (N=2025)	Adult Survey (N=3973)	Older Adult Survey (N = 426)	Average for All Age Groups
1. Location of services was convenient	91.0%	80.6%	82.1%	87.7%	85.4%
2. Services were available at times that were convenient	93.2%	80.6%	89.0%	95.3%	89.5%
3. Staff were sensitive to cultural/ethnic background	94.8%	82.7%	85.2%	90.3%	88.3%
4. Doing better in school and/or work	72.4%	75.7%	59.0%	62.6%	67.4%

TABLE 2.03 (CONTD.): COMPARISON OF COUNTY PERFORMANCE OUTCOME MEASURES AMONG THE YSS-F, YSS, ADULT, AND OLDER ADULT

August 2013

Outcome Measure	YSS-F (N = 2,578)	YSS (N=2,638)	Adult Survey (N=2,891)	Older Adult Survey (N = 354)	Average for All Age Groups
1. Location of services was convenient	91.2%	81.5%	82.3%	86.0%	85.2%
2. Services were available at times that were convenient	93.6%	81.9%	91.4%	90.8%	89.4%
3. Staff were sensitive to cultural/ethnic background	95.2%	85.7%	86.3%	90.9%	89.5%
4. Doing better in school and/or work	73.6%	71.9%	61.9%	66.1%	68.4%

April 2014

Outcome Measure	YSS-F (N = 2,578)	YSS (N=2,638)	Adult Survey (N=2,891)	Older Adult Survey (N = 354)	Average for All Age Groups
1. Location of services was convenient	90.5%	82.1%	82.3%	88.5%	85.9%
2. Services were available at times that were convenient	92.2%	81.0%	88.8%	94.9%	89.2%
3. Staff were sensitive to cultural/ethnic background	93.7%	83.8%	84.1%	89.2%	87.7%
4. Doing better in school and/or work	69.9%	68.4%	55.2%	63.2%	64.2%

Table 2.03 shows the four (4) County Performance Outcome Measures that were common to the YSS-F, YSS, Adult, and Older Adult surveys from May 2009 to April 2014. The four measures used a 5-point Likert Scale: 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral/Undecided, 4 = Agree and 5 = Strongly Agree, and the percentages above reflect the number selecting either Agree or Strongly Agree. The measures across each age group were compared and a combined average for all age groups was computed.

The April 2014 survey showed an increase in overall percentage finding that the Locations of Services was Convenient, at 85.9% compared with 85.2% in August 2013.

The other overall averages decreased when compared to the previous survey period, with the largest decrease occurring in percent agreeing that they were doing better in school and/or work, with 64.2% in April 2014 compared to 68.4% in August 2013.

TABLE 2.04: COMPARISON OF COUNTY PERFORMANCE OUTCOME MEASURES**YSS-F**

Outcome Measure	May 2009	February 2012	August 2012	August 2013	April 2014	Average for all Five Survey Periods- YSS-F
1. I felt my child/I had someone to talk to when He/She/I was troubled.	92.8%	90.1%	90.5%	91.1%	90.5%	91.0%
2. My child/I gets along better with family members.	75.9%	76.4%	76.2%	76.6%	76.4%	76.3%
3. In a crisis, I would have the support I need from family or friends.	87.4%	86.9%	85.6%	86.3%	87.2%	86.7%

YSS

Outcome Measure	May 2009	February 2012	August 2012	August 2013	April 2014	Average for All Five Survey Periods - YSS
1. I felt my child/I had someone to talk to when He/She/I was troubled.	82.9%	82.9%	80.9%	84.4%	79.0%	82.0%
2. My child/I gets along better with family members.	70.1%	67.8%	72.6%	71.7%	70.2%	70.5%
3. In a crisis, I would have the support I need from family or friends.	86.8%	81.5%	81.8%	81.9%	81.0%	82.6%

Table 2.04 shows the average percentages between May 2009 and April 2014 for County Performance Outcome Measures that were common only to YSS-F and YSS surveys.

For the YSS-F, the highest rated outcome measure in April 2014 was for “I felt my child had someone to talk to when he/she was troubled.” This was also the highest rated outcome measure in the last four survey periods.

For the YSS, the highest rated outcome measure in April 2014 was “In a crisis, I would have the support I need from family or friends.” This was the highest rated outcome measure in two of the previous four survey periods.

**TABLE 2.05: COMPARISON OF COUNTY PERFORMANCE OUTCOME MEASURES
ADULTS**

Outcome Measure	May 2009	February 2012	August 2012	August 2013	April 2014	Average for All Five Survey Periods - Adults
1. Staff was willing to see me as often as I felt was necessary.	87.3%	88.5%	86.6%	88.4%	87.0%	87.6%
2. I deal more effectively with daily problems.	76.4%	71.8%	78.5%	78.7%	77.5%	76.6%
3. My symptoms are not bothering me as much.	63.7%	60.0%	63.0%	63.1%	60.4%	62.0%

OLDER ADULTS

Outcome Measure	May 2009	February 2012	August 2012	August 2013	April 2014	Average for All Five Survey Periods – Older Adults
1. Staff was willing to see me as often as I felt was necessary.	90.8%	91.7%	93.9%	89.6%	90.8%	91.4%
2. I deal more effectively with daily problems.	77.9%	76.6%	83.2%	85.1%	82.3%	81.0%
3. My symptoms are not bothering me as much.	65.4%	66.4%	72.5%	69.5%	68.0%	68.4%

Table 2.05 shows the average percentages between May 2009 and April 2014 for County Outcome Measures that were common only to Adults and Older Adults.

For both Adult and Older Adult Surveys the highest rated Outcome Measure in April 2014 was “Staff was willing to see me as often as I felt necessary.” This was also the highest rated outcome measure in the last four survey periods.

TABLE 2.06: RANK ORDER OF COUNTY PERFORMANCE OUTCOME MEASURES¹

Outcome Measure	Average Percent ¹	Rank Order
Services were available at times that were convenient	88.5%	1
Staff were sensitive to cultural/ethnic background	88.2%	2
Staff were willing to see me as often as I felt necessary	87.8%	3
Location of services was convenient	85.9%	4
I felt my child/I had someone to talk to when he/she was troubled	84.7%	5
In a crisis I would have the support I need from family and friends	84.1%	6
I deal more effectively with daily problems	76.6%	7
My child/I get along better with family members	73.2%	8
I am doing better in school and/or work	65.8%	9
My symptoms are not bothering me as much	64.2%	10

¹ Percent "Strongly Agree" or "Agree"

SUMMARY

The average percent in Table 2.06 was computed by using the results for the April 2014 survey. The highest average percent for the County Performance Outcome Measure was for (1) "Services were available at times that were convenient" at 88.5% and the lowest average percent was for (10) "Symptoms are not bothering me as much" at 64.2%.

YSS-F COUNTY PERFORMANCE OUTCOMES BY SERVICE AREA

County Performance Outcome Measures for the YSS-F by Service Areas are shown in Figures 2.01 to 2.07.

Figure 2.01 YSS-F: Q1 "I FELT MY CHILD HAD SOMEONE TO TALK TO WHEN HE/SHE WAS TROUBLED"

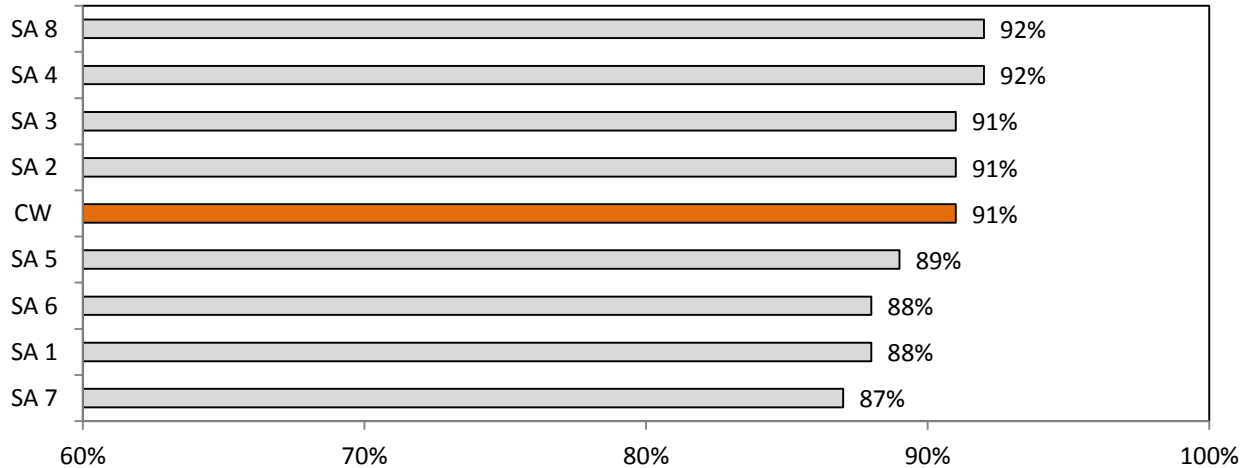


Figure 2.01 shows the percent of YSS-F respondents that Agree or Strongly Agree on the County Performance Outcome Measure "I felt my child had someone to talk to when he/she was troubled." SA 4 and SA 8 had the highest percent at 92%, and SA 7 had the lowest percent at 87%.

Figure 2.02 YSS-F: Q2 "LOCATION OF SERVICES WAS CONVENIENT FOR US"

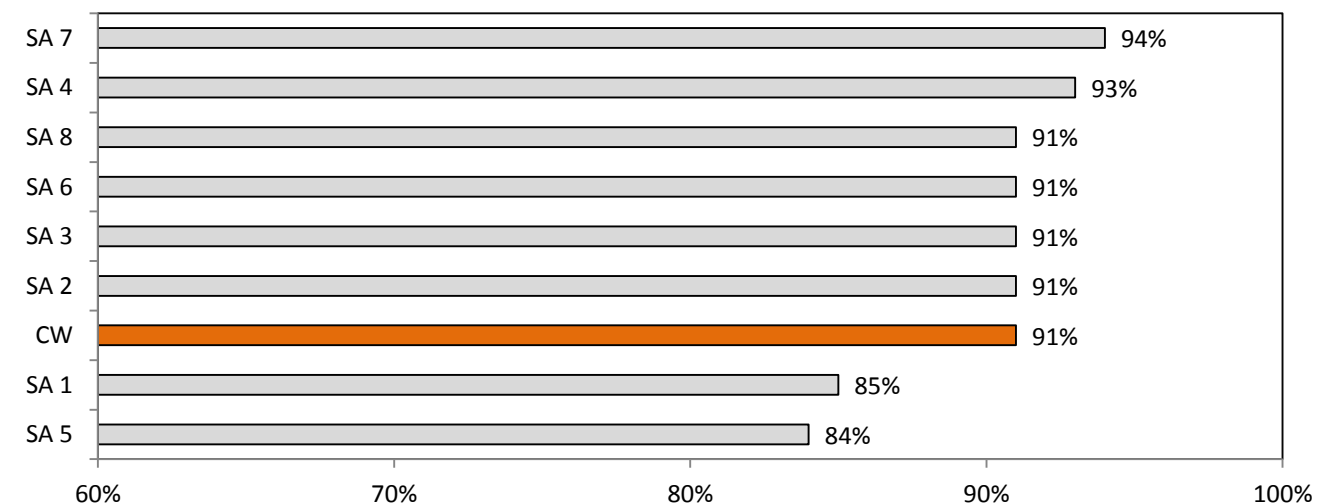


Figure 2.02 shows the percent of YSS-F respondents that Agree or Strongly Agree on the County Performance Outcome Measure "The location of services was convenient for us." SA 7 had the highest percent at 94%, and SA 5 had the lowest percent at 84%.

Figure 2.03 YSS-F: Q3 "SERVICES WERE AVAILABLE AT TIMES THAT WERE CONVENIENT FOR US"

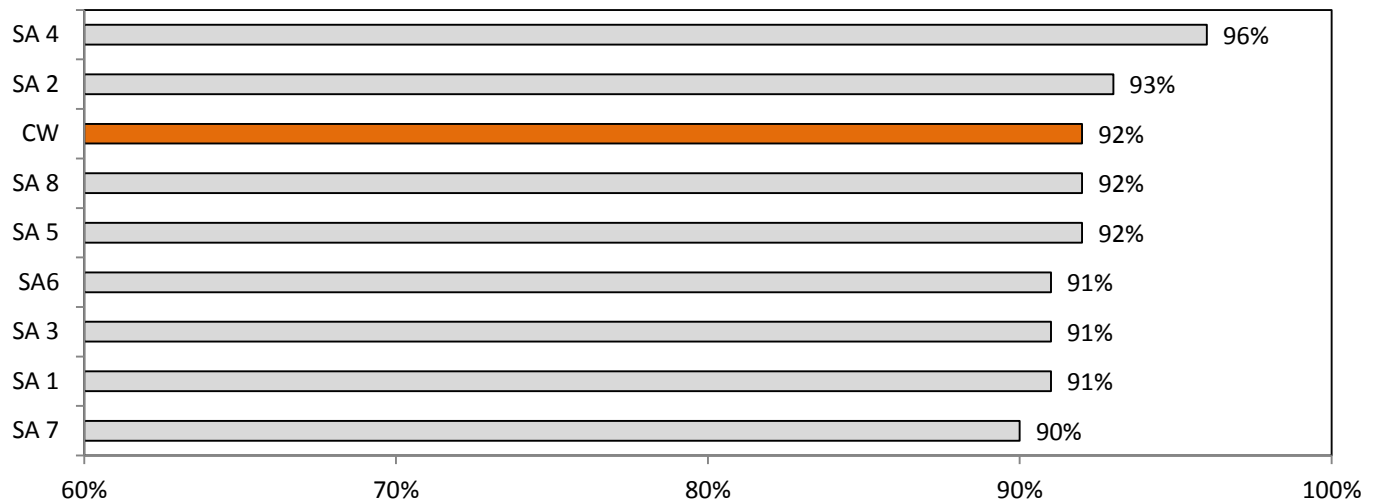


Figure 2.03 shows the percent of YSS-F respondents that Agree or Strongly Agree on the County Performance Outcome Measure “Services were available at times that were convenient for us.” SA 4 had highest percent at 96%, and SA 7 had the lowest percent at 90%.

Figure 2.04 YSS-F: Q4 "STAFF WERE SENSITIVE TO MY CULTURAL/ETHNIC BACKGROUND"

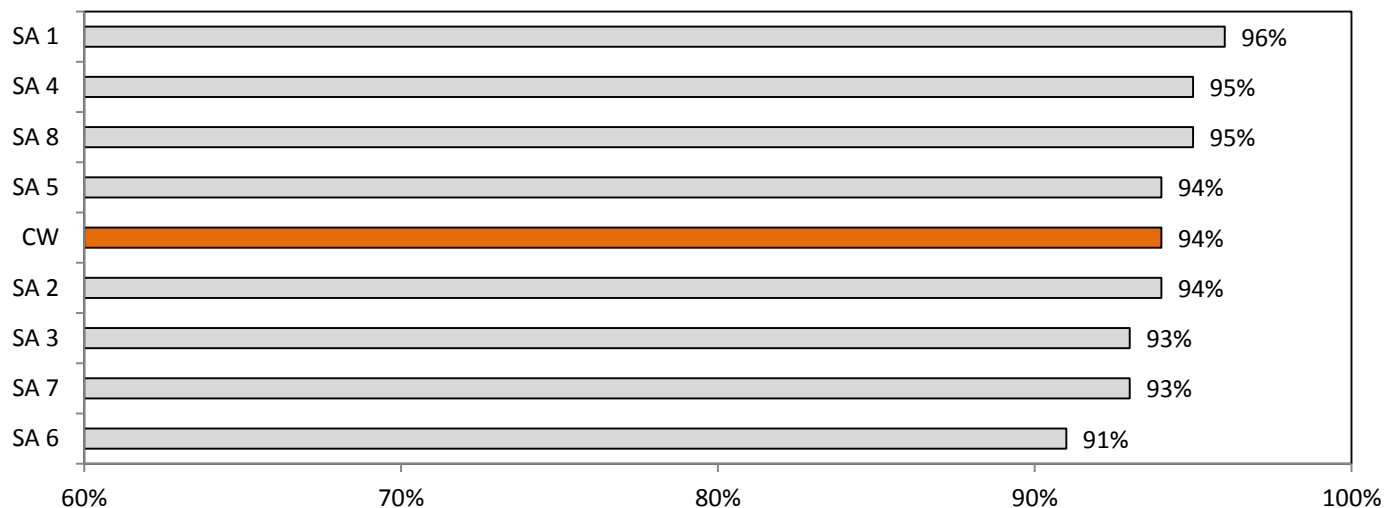


Figure 2.04 shows the percent of YSS-F respondents that Agree or Strongly Agree on the County Performance Outcome Measure “Staff were sensitive to my cultural/ethnic background.” SA 1 had the highest percent at 96%, and SA 6 had the lowest percent at 91%.

Figure 2.05 YSS-F: Q5 "MY CHILD GETS ALONG BETTER WITH FAMILY MEMBERS"

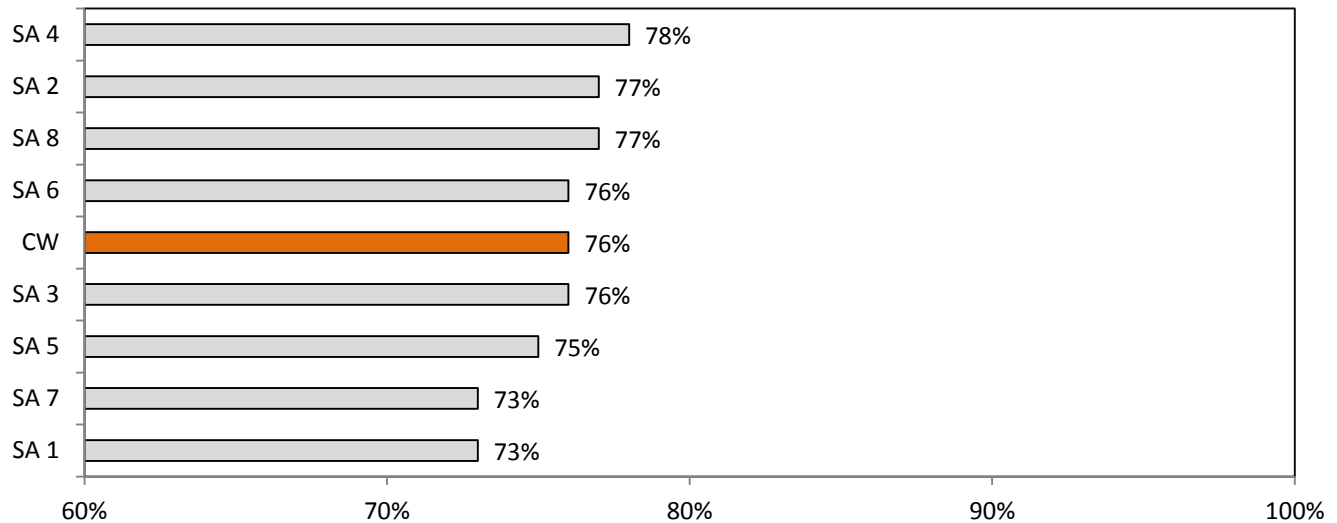


Figure 2.05 shows the percent of YSS-F respondents that Agree or Strongly Agree on the County Performance Outcome Measure “My child gets along better with family members.” SA 4 had the highest percent at 78%, and SA 1 and SA 7 had the lowest percent at 73%.

Figure 2.06 YSS-F: Q6 "MY CHILD IS DOING BETTER IN SCHOOL AND/OR WORK"

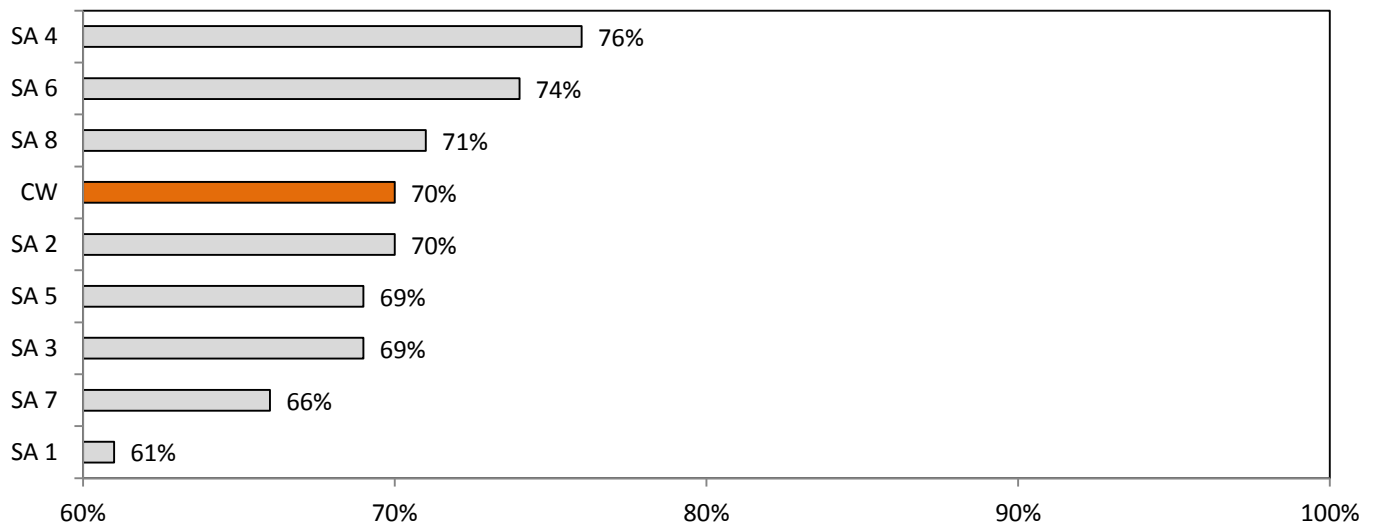


Figure 2.06 shows percent of the YSS-F respondents that Agree or Strongly Agree on the County Performance Outcome Measure “My child is doing better in school and/or work.” SA 4 had the highest percent at 76%, and SA 1 had the lowest percent at 61%.

Figure 2.07 YSS-F: Q7 "IN A CRISIS, I WOULD HAVE THE SUPPORT I NEED FROM FAMILY OR FRIENDS"

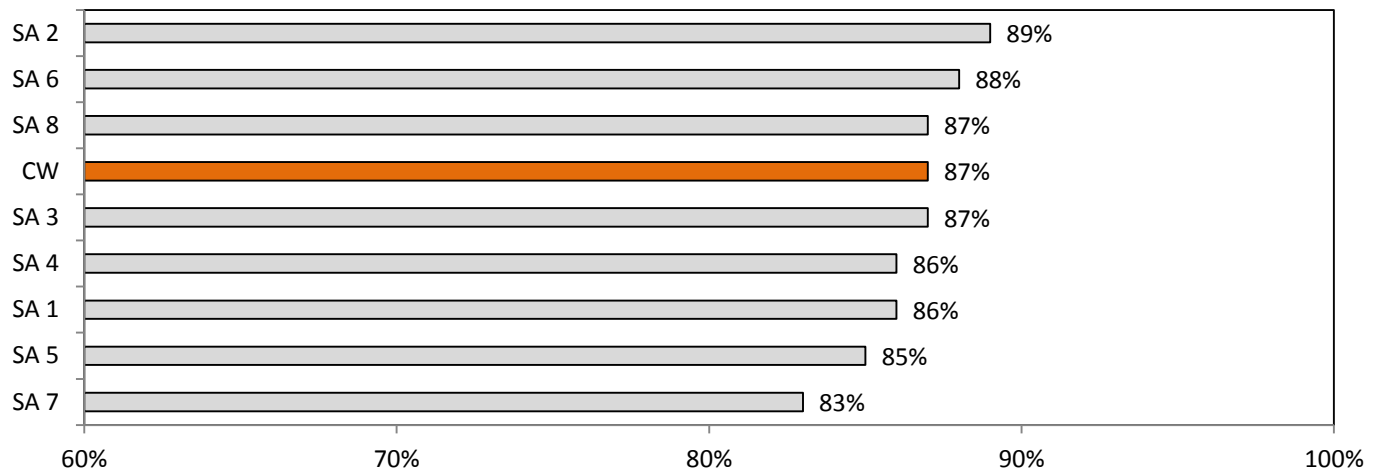


Figure 2.07 shows the percent of YSS-F respondents that Agree or Strongly Agree on the County Performance Outcome Measure “In a crisis, I would have the support I need from my family or friends.” SA 2 had the highest percent at 89%, and SA 7 had the lowest percent at 83%.

YSS COUNTY PERFORMANCE OUTCOMES BY SERVICE AREA

County Performance Outcome Measures for the YSS by Service Areas are shown in Figures 2.08 to 2.14.

Figure 2.8 YSS: Q1 "I FELT I HAD SOMEONE TO TALK TO WHEN HE/SHE WAS TROUBLED"

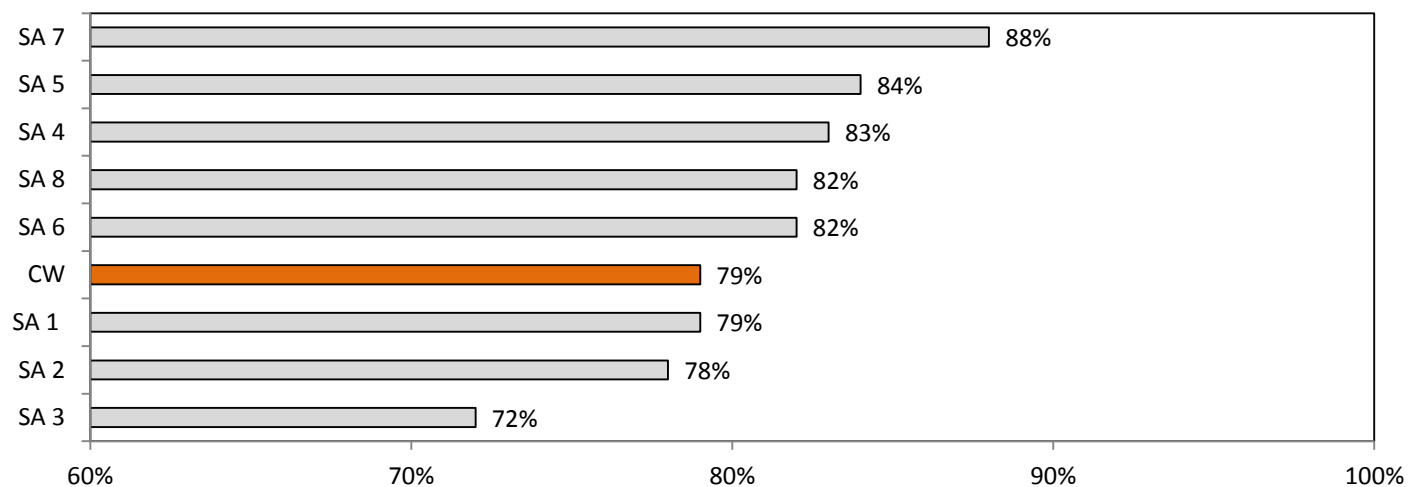


Figure 2.08 shows the percent of YSS respondents that Agree or Strongly Agree on the County Performance Outcome Measure “I felt I had someone to talk to when I was troubled.” The highest percent was in SA 7 at 88%, and the lowest percent was in SA 3 at 72%.

Figure 2.09 YSS: Q2 "LOCATION OF SERVICES WAS CONVENIENT FOR ME"

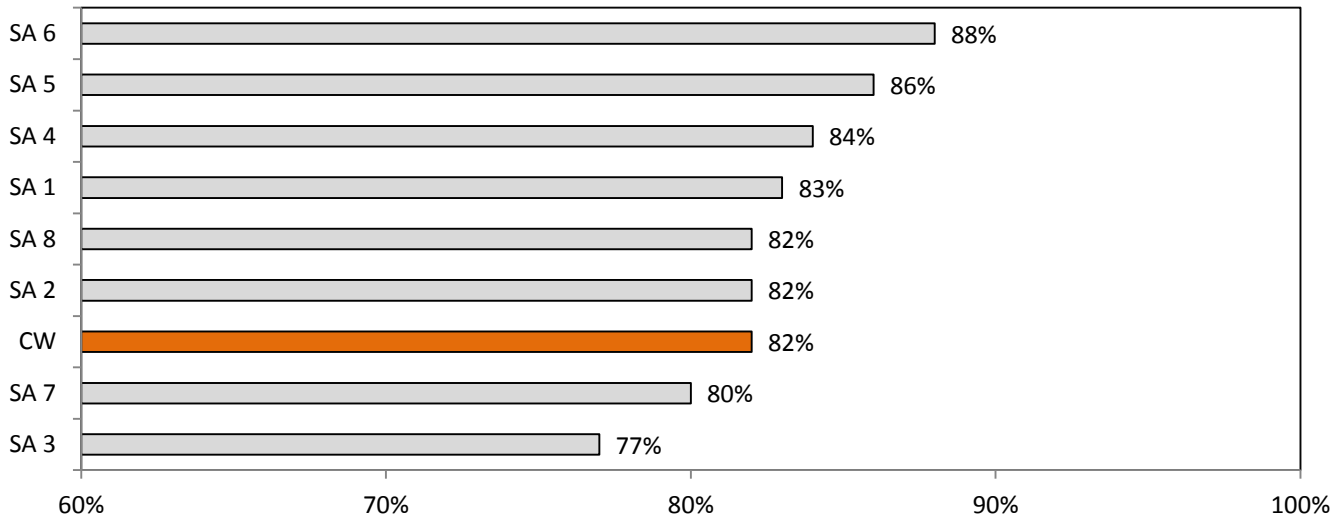


Figure 2.09 shows the percent of YSS respondents that Agree or Strongly Agree on the County Performance Outcome Measure "Location of services was convenient for me." The highest percent was in SA 6 at 88%, and the lowest percent was in SA 3 at 77%.

Figure 2.10 YSS: Q3 "SERVICES WERE AVAILABLE AT TIMES THAT WERE CONVENIENT FOR ME"

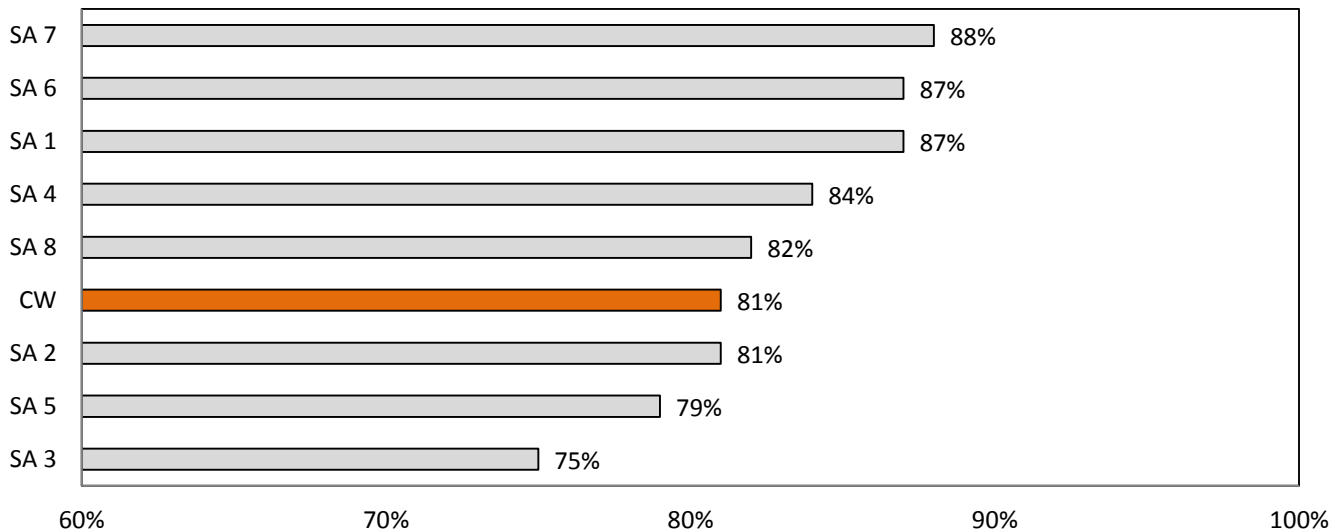


Figure 2.10 shows the percent of YSS respondents that Agree or Strongly Agree on the County Performance Outcome Measure "Services were available at times that convenient for me." SA 7 had the highest percent at 88%, and SA 3 had the lowest percent at 75%.

Figure 2.11 YSS: Q4 "STAFF WERE SENSITIVE TO MY CULTURAL/ ETHNIC BACKGROUND"

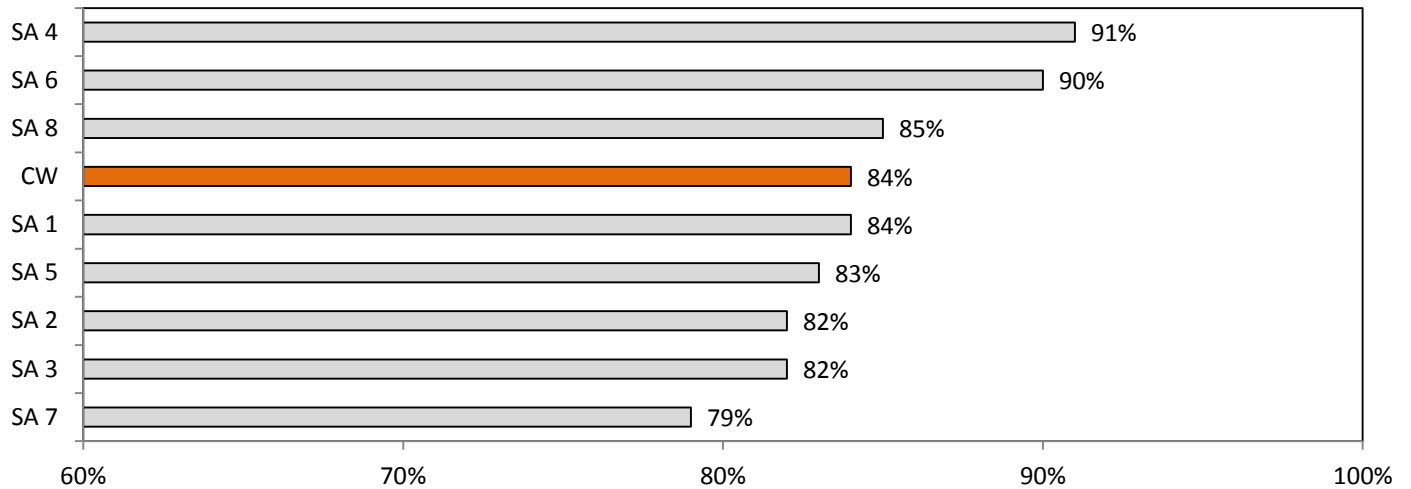


Figure 2.11 shows the percent of YSS respondents that Agree and Strongly Agree on the County Performance Outcome Measure "Staff were sensitive to my cultural background." SA 4 had the highest percent at 91%, and SA 7 had the lowest percent at 79%.

Figure 2.12 YSS: Q5 "I GET ALONG BETTER WITH FAMILY MEMBERS"

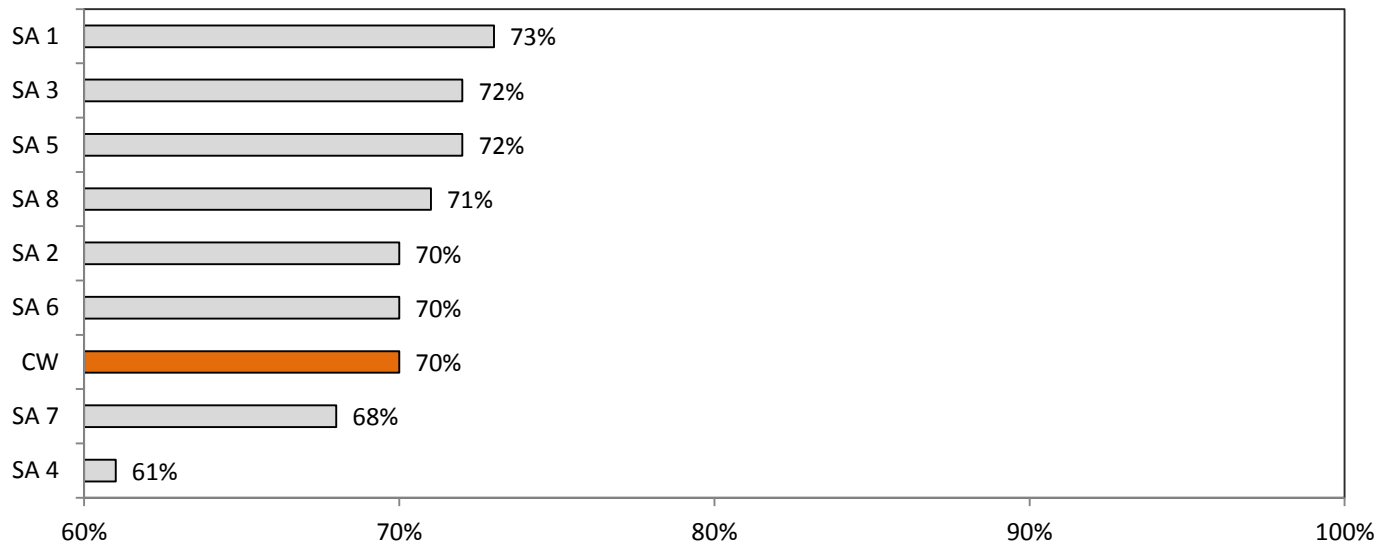


Figure 2.12 shows the percent of YSS respondents that Agree and Strongly Agree on the County Performance Outcome Measure "I get along better with family members." SA 1 had the highest percent at 73%, and SA 1 and SA 4 the lowest at 61%.

Figure 2.13 YSS: Q6 "I AM DOING BETTER IN SCHOOL AND / OR WORK"

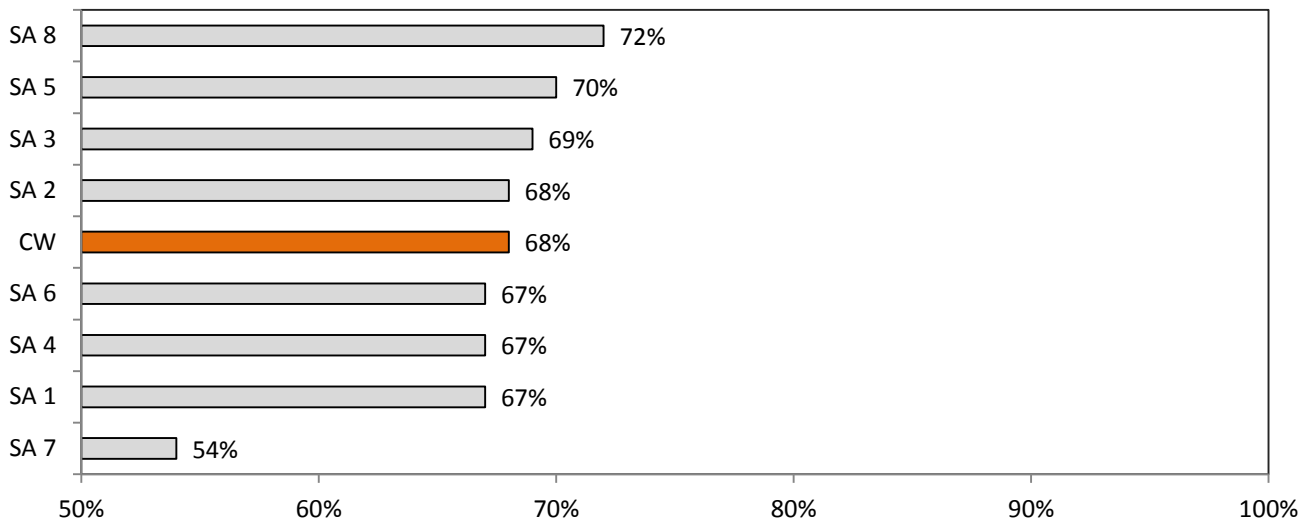


Figure 2.13 shows the percent of YSS respondents that Agree or Strongly Agree on the County Performance Outcome Measure “I am doing better in school/work.” SA 8 had the highest percent at 72%, and SA 7 had lowest percent at 54%.

Figure 2.14 YSS: Q7 "IN CRISIS, I WOULD HAVE THE SUPPORT I NEED FROM FAMILY OR FRIENDS"

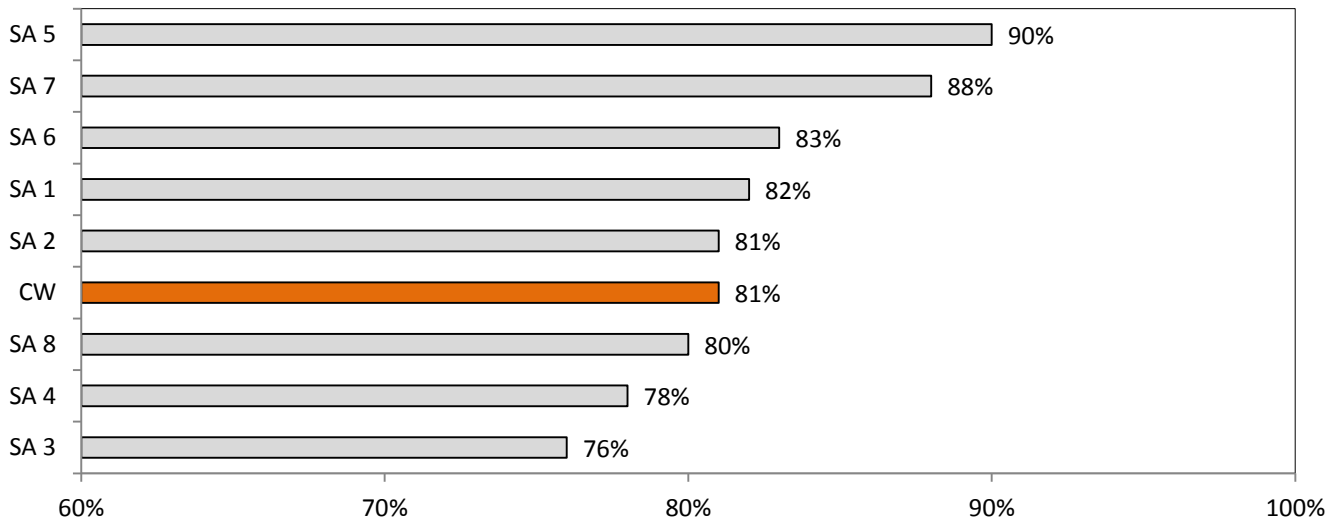


Figure 2.14 shows the percent of YSS respondents that Agree or Strongly Agree on the County Performance Outcome Measure “In a crisis, I would have the support I need from family or friends.” SA 5 had the highest percent at 90%, and SA 3 had the lowest percent at 76%.

ADULT COUNTY PERFORMANCE OUTCOME MEASURES BY SERVICE AREA:

County Performance Outcome Measures for the Adults by Service Areas are shown in Figure 2.15 to 2.21.

Figure 2.15 ADULT SURVEY: Q1 "LOCATION OF SERVICES WAS CONVENIENT FOR ME"

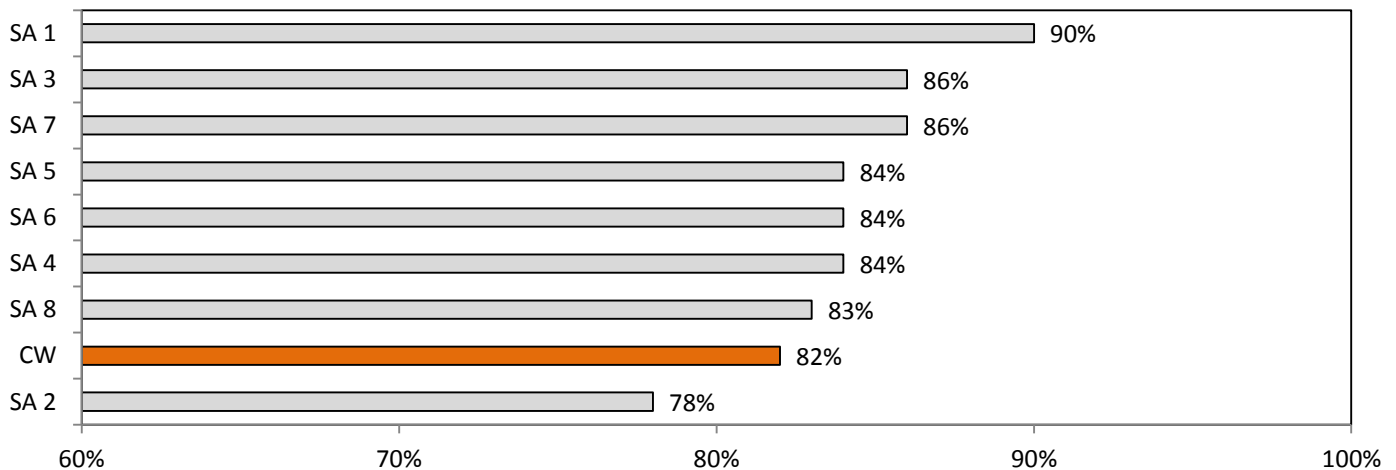


Figure 2.15 shows the percent of Adults that Agree or Strongly Agree on the County Performance Outcome Measure “Location of services was convenient for me.” SA 1 had the highest percent of proportion of consumers who Agree or Strongly Agree to this outcome at 90%, and SA 2 had the lowest percent at 78%.

Figure 2.16 ADULT SURVEY: Q2 "STAFF WERE WILLING TO SEE ME AS OFTEN AS I FELT NECESSARY"

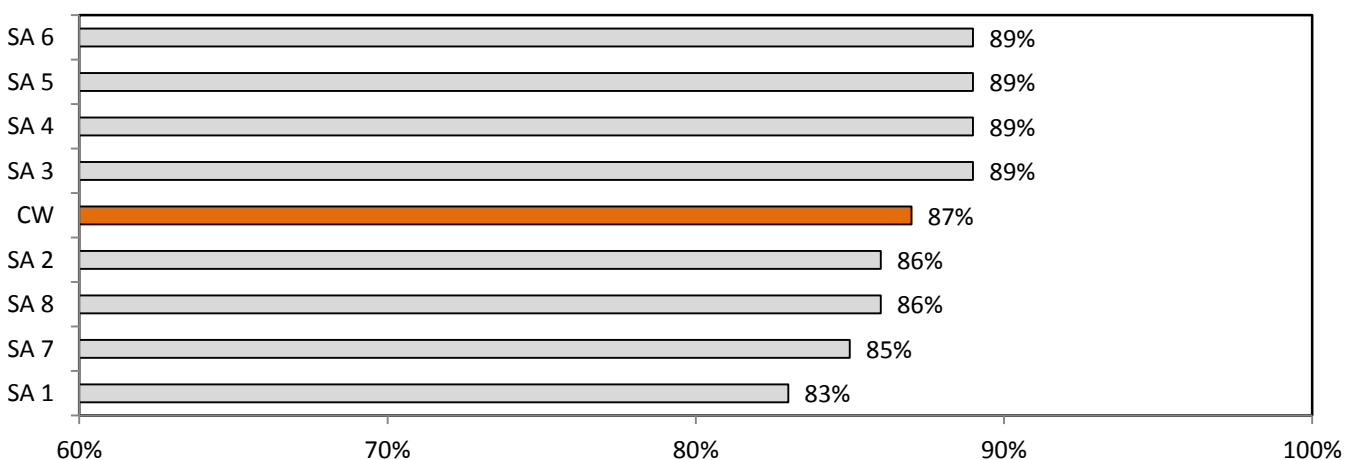


Figure 2.16 shows the percent of Adults that Agree or Strongly Agree on the County Performance Outcome Measure “Staff were willing to see me as often as I felt necessary.” SA 6 had the highest percent at 89%, and SA 1 had the lowest percent at 83%.

Figure 2.17 ADULT SURVEY: Q3 "SERVICES WERE AVAILABLE AT TIMES THAT WERE GOOD FOR ME"

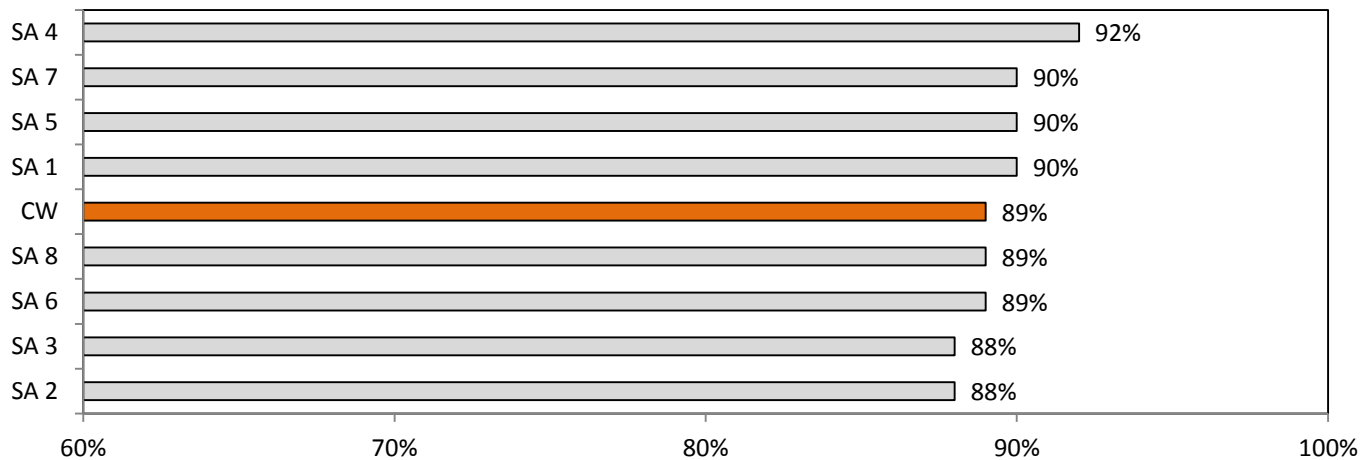


Figure 2.17 shows the percent of Adults that Agree or Strongly Agree on the County Performance Outcome Measure “Services were available at times that were good for me.” SA 4 had the highest percent at 92%, and SA 2 and SA 3 had the lowest percent at 88%.

Figure 2.18 ADULT SURVEY: Q4 "STAFF WERE SENSITIVE TO MY CULTURAL BACKGROUND"

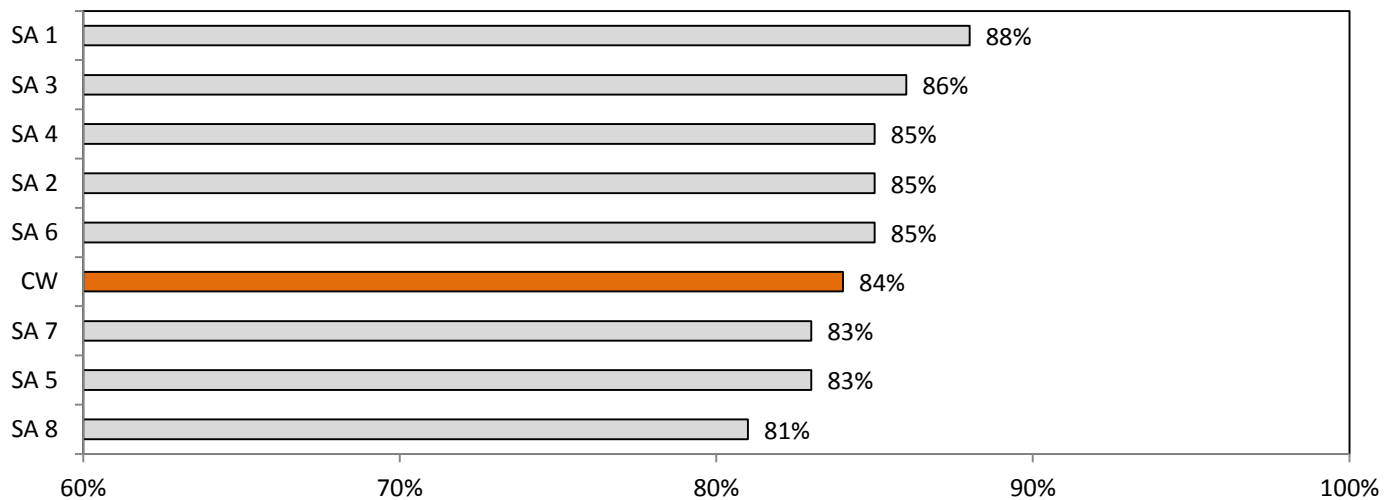


Figure 2.18 shows the percent of Adults that Agree or Strongly Agree on the County Performance Outcome Measure “Staff were sensitive to my cultural background.” SA 1 had the highest percent at 88%, and SA 8 had the lowest percent at 81%.

Figure 2.19 ADULT SURVEY: Q5 "I DEAL MORE EFFECTIVELY WITH DAILY PROBLEMS"

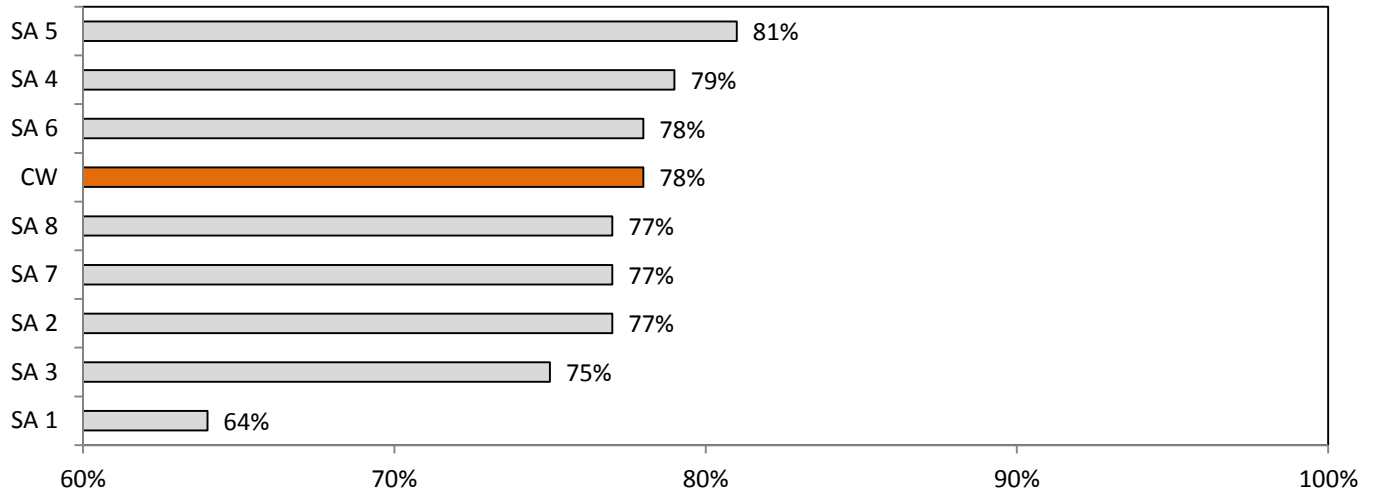


Figure 2.19 shows the percent of Adults that Agree or Strongly Agree on the County Performance Outcome Measure "I deal more effectively with daily problems." SA 5 had the highest percent at 81%, and SA 1 had the lowest percent at 64%.

Figure 2.20 ADULT SURVEY: Q6 "I DO BETTER IN SCHOOL AND/OR WORK"

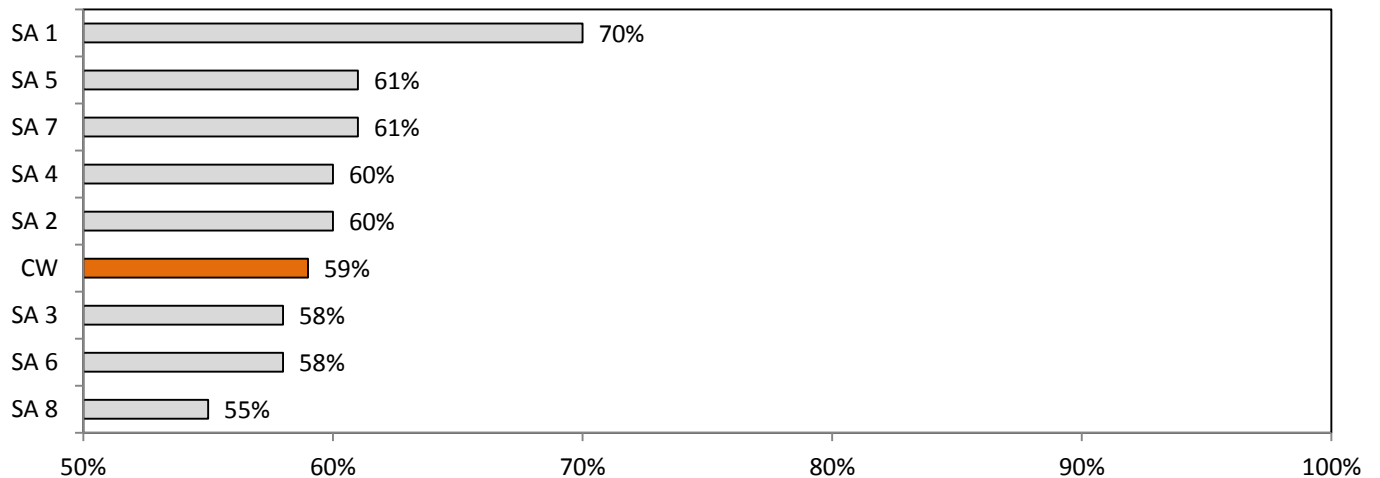


Figure 2.20 shows the percent of Adults that Agree or Strongly Agree on the County Performance Outcome Measure "I do better in school and/or work." SA 1 had the highest percent at 70%, and SA 8 had the lowest percent at 55%.

Figure 2.21 ADULT SURVEY: Q7 "MY SYMPTOMS ARE NOT BOTHERING ME AS MUCH"

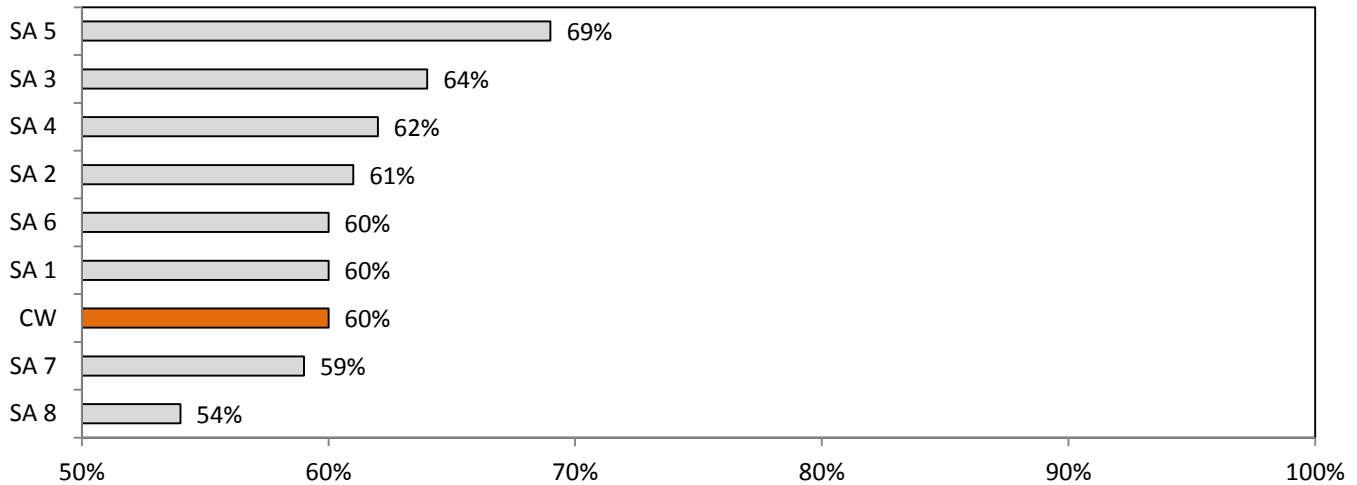


Figure 2.21 shows percent of Adults that Agree or Strongly Agree on County Performance Outcome Measure “My symptoms are not bothering me as much.” SA 5 had the highest percent at 69%, and SA 8 had the lowest at 54%.

OLDER ADULTS COUNTY PERFORMANCE OUTCOME MEASURES BY SERVICE AREA:

Performance Outcome Measures for the Older Adult survey by Service Areas are shown in Figures 2.22 to 2.28.

Figure 2.22 OLDER ADULT SURVEY: Q1 "LOCATION OF SERVICES WAS CONVENIENT FOR ME"

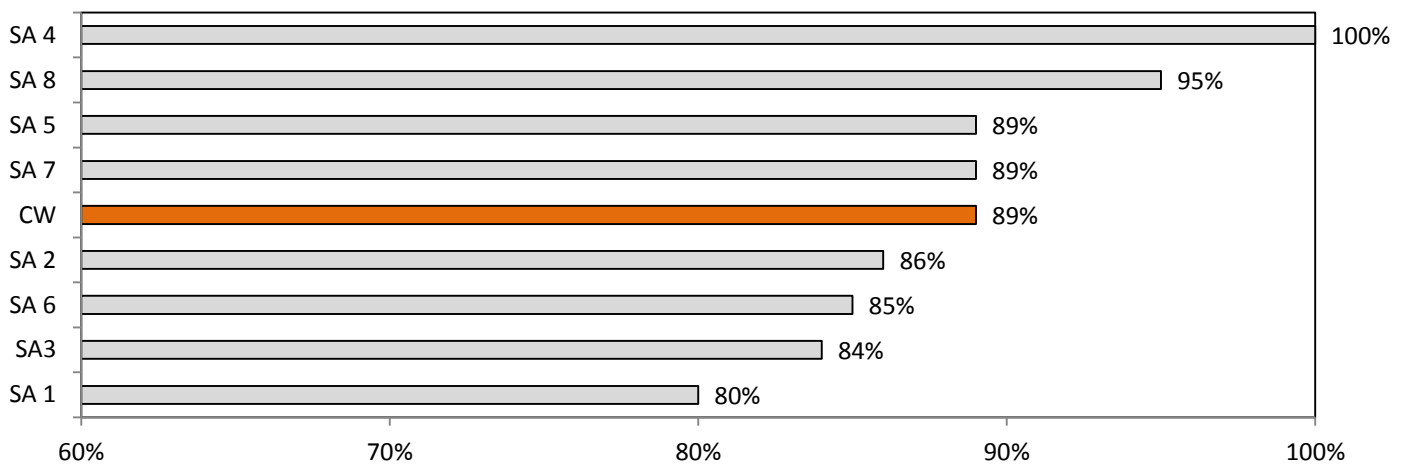


Figure 2.22 shows the percent of Older Adults that Agree on the County Performance Outcome Measure “Location of services was convenient for me.” SA 4 had the highest percent at 100%, and SA 1 had the lowest percent at 80%.

Figure 2.23 OLDER ADULT SURVEY: Q2 "STAFF WERE WILLING TO SEE ME AS OFTEN AS I FELT NECESSARY"

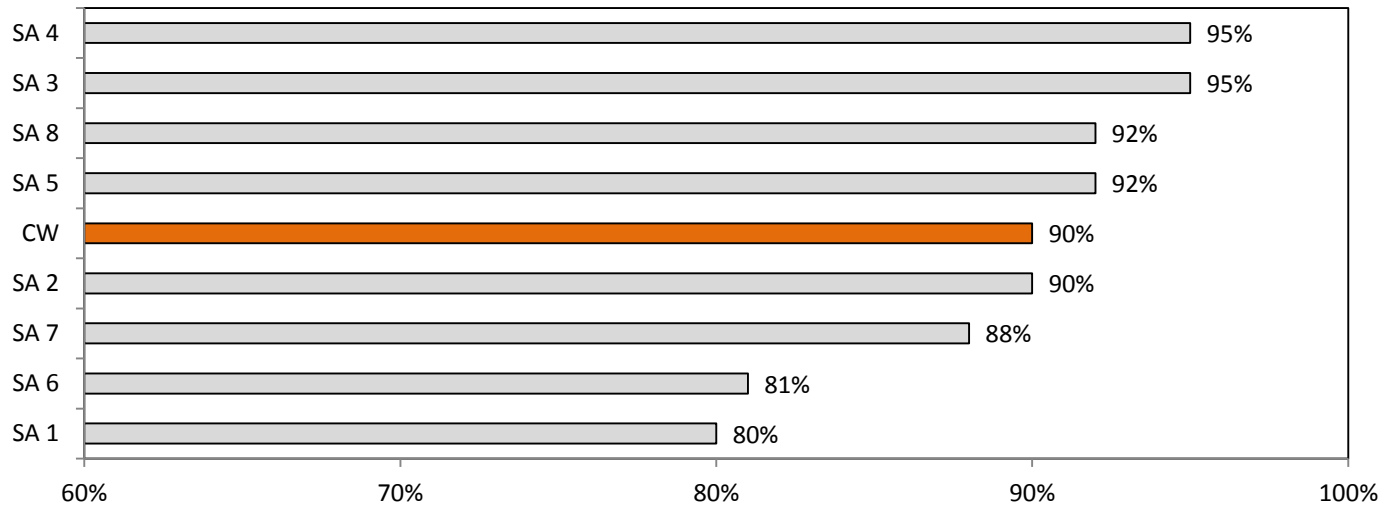


Figure 2.23 shows the percent of Older Adults that Agree or Strongly Agree on the County Performance Outcome Measure “Staff were willing to see me as often as I felt necessary.” SA 3 and SA 4 had the highest percent at 95%, and SA 1 had the lowest percent at 80%.

Figure 2.24 OLDER ADULT SURVEY: Q3 "SERVICES WERE AVAILABLE AT TIMES THAT WERE GOOD FOR ME"

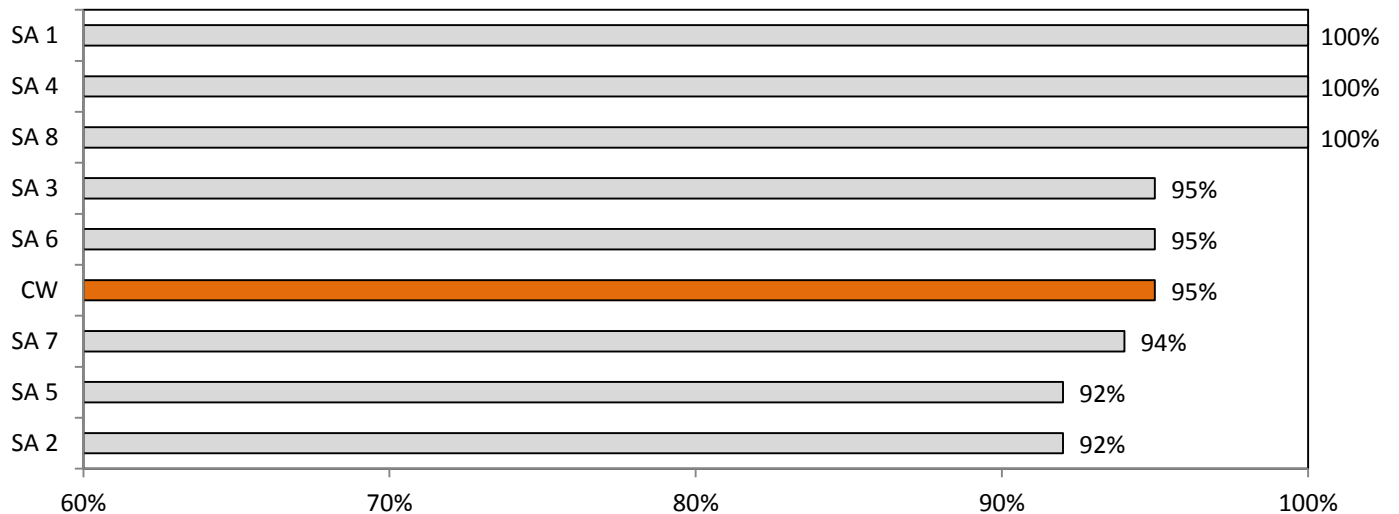


Figure 2.24 shows the percent of Older Adults that Agree or Strongly Agree on the County Performance Outcome Measure “Services were available at times that were good for me.” SA 1, 4, and 8 had the highest percent at 100%, and SA 2 had the lowest percent at 92%.

Figure 2.25 OLDER ADULT SURVEY: Q4 "STAFF WERE SENSITIVE TO MY CULTURAL/ETHNIC BACKGROUND"

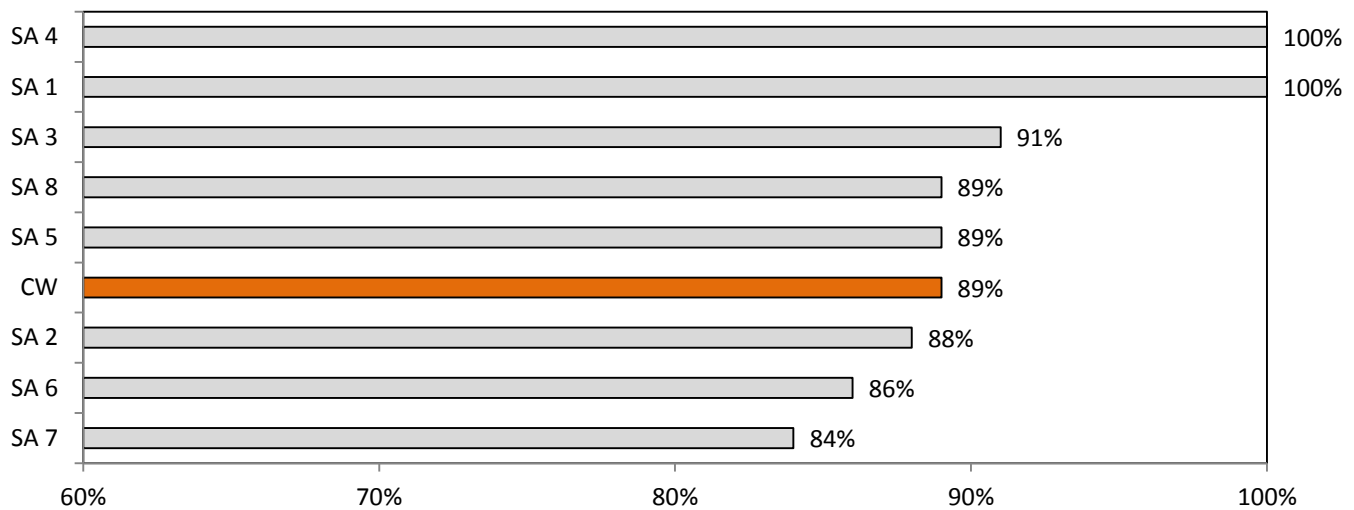


Figure 2.25 shows the percent of Older Adults that Agree or Strongly Agree on the County Performance Outcome Measure “Staff were sensitive to my cultural/ethnic background.” SA 1 and SA 4 had the highest percent at 100%, and SA 7 had the lowest percent at 84%.

Figure 2.26 OLDER ADULT: Q5 I DEAL MORE EFFECTIVELY WITH DAILY PROBLEMS"

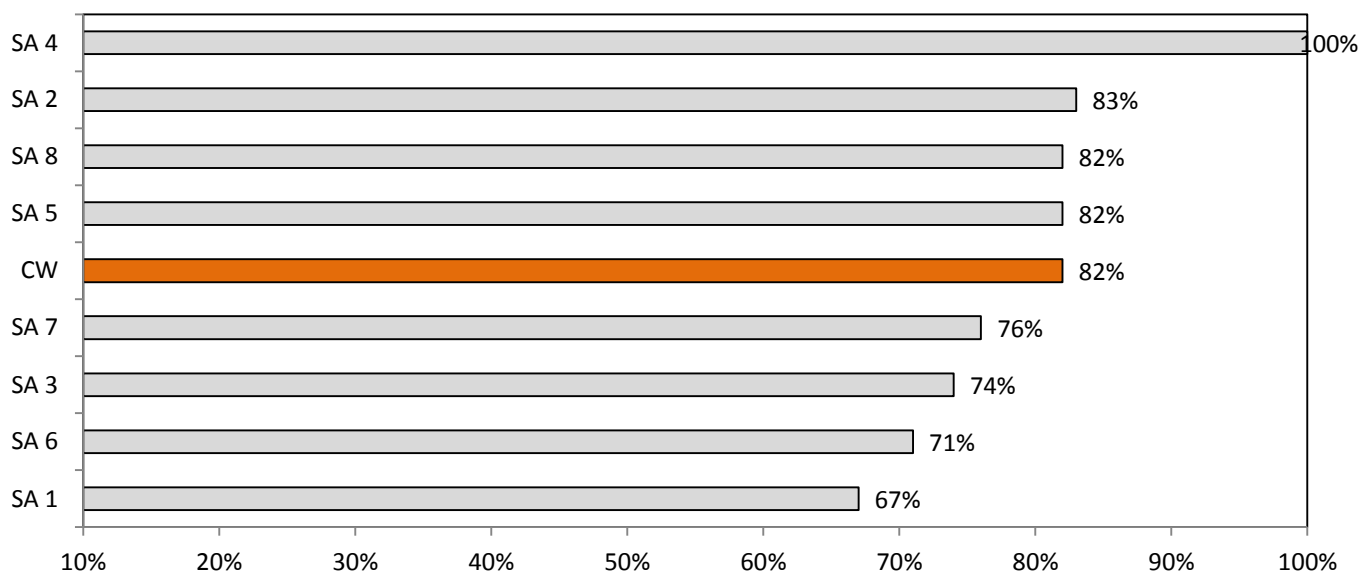


Figure 2.26 shows the percent of Older Adults that Agree or Strongly Agree on the County Performance Outcome Measure “I deal more effectively with daily problems.” SA 4 had the highest percent at 100%, and SA 1 had the lowest percent at 67%.

Figure 2.27 OLDER ADULT SURVEY: Q6 "I DO BETTER IN SCHOOL AND/OR WORK"

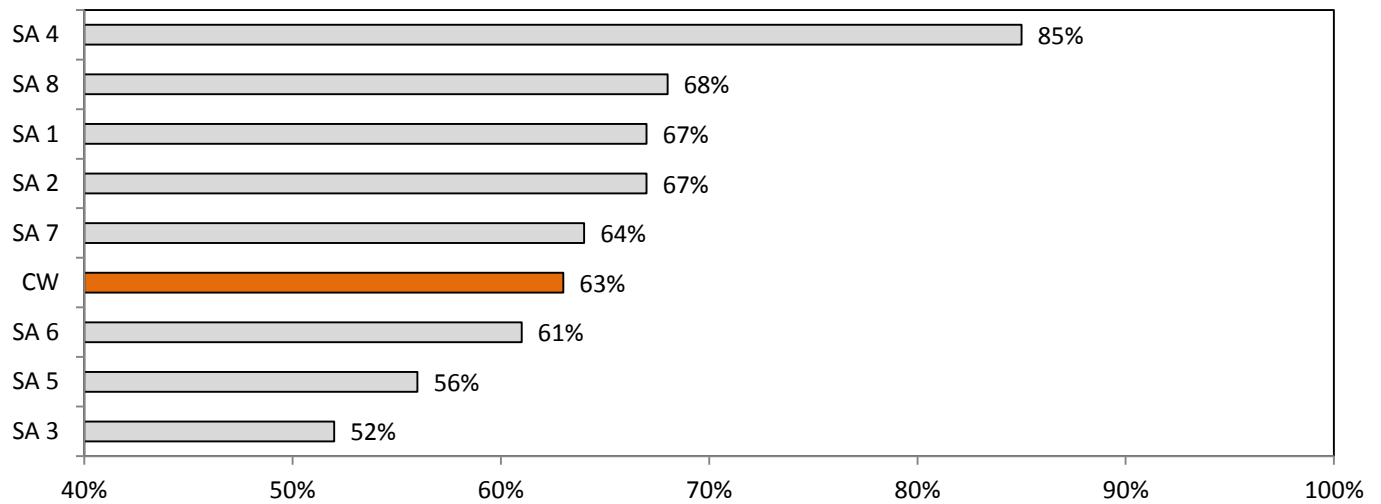


Figure 2.27 shows the percent of Older Adults that Agree or Strongly Agree on the County Performance Outcome Measure “I do better in school and/or work.” SA 4 had the highest percent at 85%, and SA 3 had the lowest at 52%.

Figure 2.28 OLDER ADULT SURVEY: Q7 "MY SYMPTOMS ARE NOT BOTHERING ME AS MUCH"

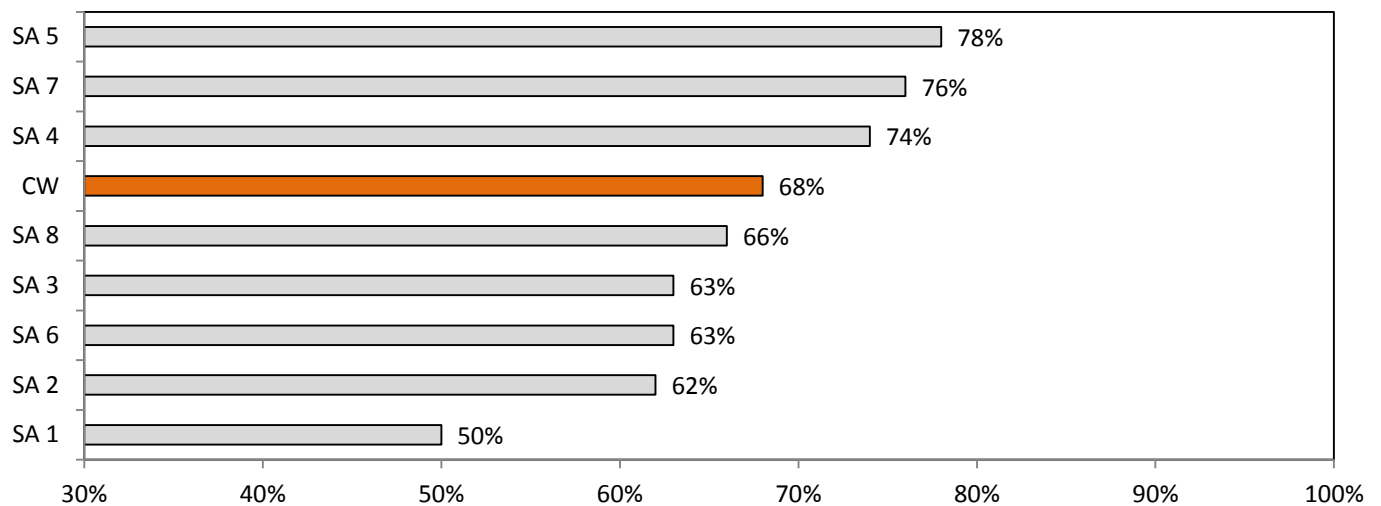


Figure 2.28 shows the percent of Older Adults that Agree or Strongly Agree on the County Performance Outcome Measure “My symptoms are not bothering me as much.” SA 5 had the highest percent at 78%, and SA 1 had the lowest percent at 50%.

SUMMARY

Overall nearly half or more of the eight SAs were above the Countywide average on all the County Performance Outcome Measures except the following:

YSS-F:

“Services were available at times that were convenient for us,” SAs 1, 3, 6 and 7 were below the Countywide average of 92% and SA 5 and 8 were at the Countywide average.

“My child is doing better in school and/or work,” SAs 1, 3, 5 and 7 were below the Countywide average of 70% and SA 2 was at the Countywide average.

“In a crisis, I would have the support I need from family or friends,” SAs 1, 4, 5 and 7 were below the Countywide average of 87% and SA 3 was at the Countywide average.

YSS:

“Staff were sensitive to my cultural/ethnic background,” SAs 2, 3, 5 and 7 were below the Countywide average of 84% and SA 1 was at the Countywide average.

Adults:

“Services were available at times that were good for me,” SAs 2 and 3 were below the Countywide average of 89% and SAs 6 and 8 were at the Countywide average.

“I deal more effectively with daily problems,” SAs 1, 2, 3, 7, and 8 were below the Countywide average of 78% and SA 6 was at the Countywide average.

Older Adults:

“I deal more effectively with daily problems,” SAs 1, 3, 6 and 7 were below the Countywide average of 82% and SA 5 was at the Countywide average.

“My symptoms are not bothering me as much,” SAs 1, 2, 3, 6, and 8 were below the Countywide average of 68%.